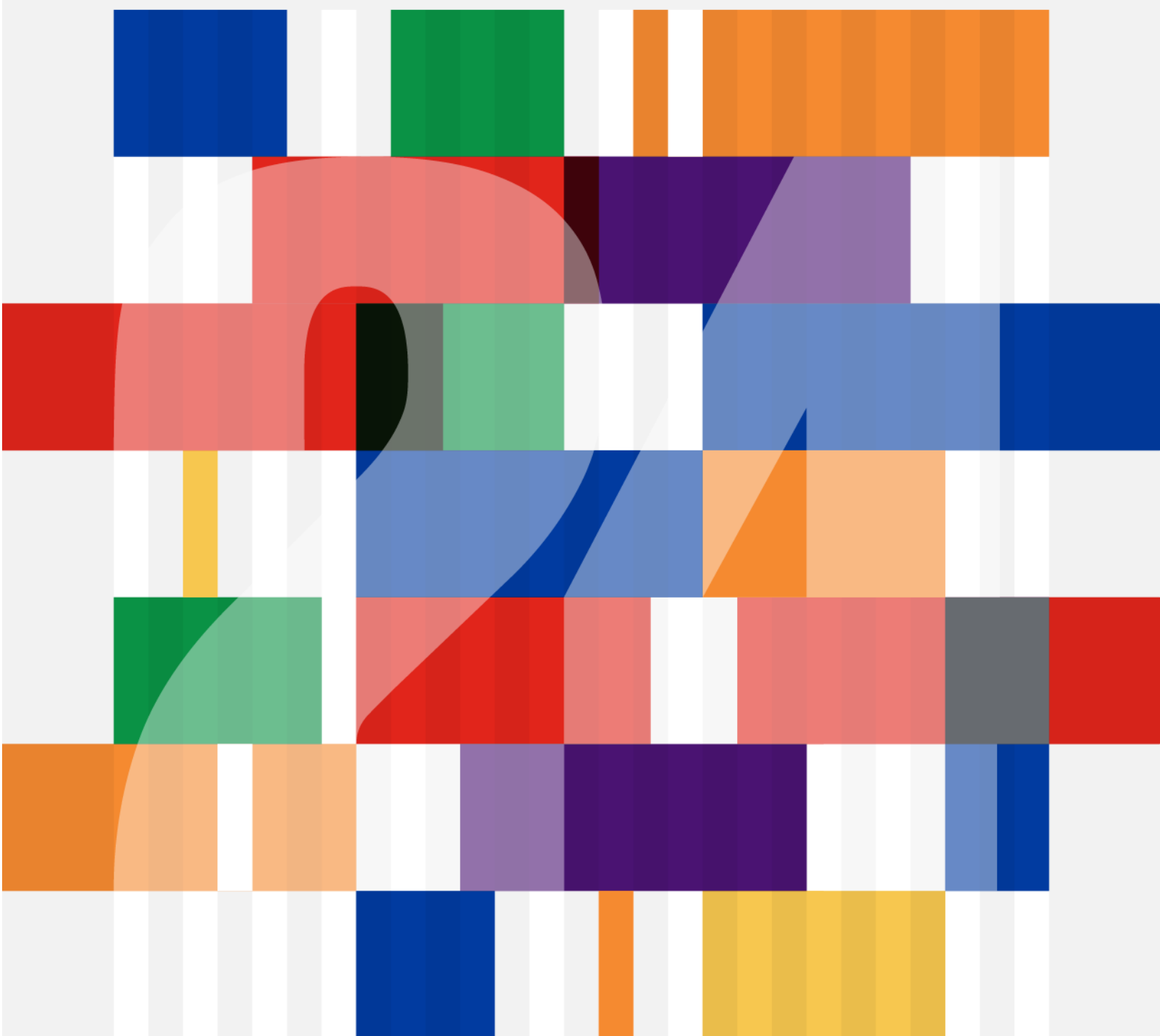




INTEGRATED REPORT  
2024





INTEGRATED REPORT  
**2024**



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TO OUR  
**STAKEHOLDERS**

# LETTER FROM THE CHAIRWOMAN OF THE BOARD

## TO OUR STAKEHOLDERS

As Chairwoman of the Board at SMU, I am pleased to present the 2024 Integrated Report, which details our economic, social and environmental performance and progress throughout the year.

This year was pivotal in shaping the Company's future, as we achieved key milestones in our ongoing pursuit of profitable and sustainable growth. SMU invested over CLP 100 billion, with more than 60% of the funds dedicated to organic growth. In Chile, we expanded our operations by opening 14 new stores in the Coquimbo, Valparaíso, Metropolitan and Los Lagos regions and remodeling over 25 stores. Additionally, we opened six new stores in northern Peru. This marks the initial roll-out of our long-term organic growth plan, which will strengthen our position as the third-largest player in the Chilean food retail industry.

The plan aims to support and serve our communities with value propositions that make our customers' lives easier. In 2024, we launched several innovative, customer-focused initiatives that significantly boosted our Net Promoter Score (NPS), a customer loyalty metric, which rose by more than seven percentage points compared to 2023.

Furthermore, through our food waste reduction program, SMU aided over 164,000 at-risk individuals by donating more than 700 metric tons of food throughout the year. This initiative also helps reduce our carbon footprint.

Other environmental protection milestones included earning ISO 50001 certification for our Energy Management System and tendering new electricity supply agreements to help us reach our goal of sourcing 50% of our consumption in Chile with renewable energy by 2027.

We concluded 2024 with exciting news: SMU was included for the first time in the Dow Jones Chile and MILA Sustainability indices. The scores for these indices are based on the results of the S&P Corporate Sustainability Assessment, where we ranked first in Chile within our industry, food and staples retailing; second in Latin America; and eighth worldwide.

We are proud of this recognition of our performance, as it highlights the Company's accomplishments, particularly in risk management, labor practices, environmental management and governance.

In 2024, we earned recognition for best practices in several areas. For the second consecutive year, Fundación ChileMujeres, PwC and LT Pulso recognized SMU with the IMPULSA Award for best gender indicators in the retail category.

We also maintained our position in the Merco Companies Ranking for the second straight year, this time placing 52<sup>nd</sup> among the top 100 companies with the best corporate reputation in Chile.

These awards reflect our commitment to sustainability, not as part of a passing trend, but because of our firm belief that it is essential to leveraging our business model. Excellence and trust-based relationships with our stakeholders are among our most valuable assets.

Creemos que necesitamos los mejores talentos, y por ello trabajamos en nuestra cultura CERCA, que nos ha permitido desarrollar espacios de trabajo inclusivos, y certificarnos bajo la norma 3262 que establece los requisitos que debe cumplir un sistema de gestión para la igualdad de género y conciliación de la vida laboral, familiar y personal.

We believe we need the best talent. Consequently, we focus on developing our CERCA culture to create inclusive workspaces and earn certification under Chilean Standard No. 3262, which establishes the requirements for a gender equality and work-life balance management system.

We care about our neighbors because we interact with them on a daily basis. We also care about our suppliers and cultivate long-term relationships that enable us to grow together.

In conclusion, I would like to extend my gratitude to all our stakeholders—our investors, suppliers, customers and neighbors—for their trust and for the close relationships we have formed.

A special thank you to SMU's executive and management team for their leadership and to all the Company's employees for their daily efforts and for putting our corporate values—Closeness, Excellence, Respect, Collaboration and Agility—into practice in the way we do business and work together at SMU.

Warm regards,

**Pilar Dañobeitia**  
**CHAIRWOMAN OF THE BOARD OF**  
**DIRECTORS, SMU S.A.**



# LETTER FROM THE CHIEF EXECUTIVE OFFICER

## TO OUR STAKEHOLDERS

At SMU, 2024 was a year of significant implementation, agility and learning. In this second year of our 2023-2025 Strategic Plan, we opened 20 new Unimarc, Super10, Alvi and Maxiahorro stores, surpassing the total number of openings during the previous three-year plan and getting closer to completing the 58 openings planned for the current three-year period.

We developed new solutions to help our customers save money and optimize their household budgets amid a challenging macroeconomic environment. We redesigned our promotional activities, focusing on staples to which consumers are highly price-sensitive, and made Club Unimarc the local industry's first tiered membership program. Additionally, private label products played a more prominent role in our value propositions, accounting for over 13% of sales in Chile. We also took major steps toward strengthening this line.

Through these efforts and many others, we bring to life our corporate purpose: ***Making our customers' lives easier***. Our team's commitment to this purpose, as well as the execution capacity we have built, are evident in the successful implementation of the plan's four priority areas: **omnichannel growth, customer experience, efficiency and productivity, and a committed and sustainable organization**.

We drew closer to our customers with the opening of eight Unimarc, six Maxiahorro, four Super10, and two Alvi stores. The new stores surpassed performance expectations, proving that our expansion of the multiformat strategy is on the right track. Regarding our omnichannel approach, we increased the number of Unimarc.cl Click and Collect locations. Offering customers more flexibility in how and when they receive their products contributed to a 21% increase in online sales this year.

This year's efficiency and productivity measures included expanding the coverage of our efficient operating model to over 220 locations and tendering electricity supply agreements to switch more stores to unregulated customer rates, in pursuit of future savings through lower rates. These initiatives reflect our ongoing focus and discipline in controlling operating expenses.

In the committed and sustainable organization priority area, we strive to create shared value through initiatives that positively impact you—our stakeholders—and our business. For example, Unimarc's 100% Nuestro program added 25 new suppliers, supporting their growth as they provide

interés, y también para nuestro negocio. En este sentido, el programa 100% Nuestro de Unimarc sumó 25]

products that diversify our in-store assortment. Additionally, our Food Waste Reduction initiatives offered customers lower prices, helped at-risk populations through donations and prevented over 7,000 metric tons of waste from entering landfills, thereby reducing shrinkage and lowering our carbon footprint.

Regarding SMU's financial position, in 2024, we carried out a refinancing strategy for bonds maturing in 2024 and 2025, successfully issuing four local bonds totaling UF 5.5 million. These transactions garnered strong participation and demand from institutional investors, resulting in a very comfortable maturity profile for the coming years and a solid cash position to meet our financial obligations and investment plan.

We are therefore prepared and eager to continue implementing the third and final year of our plan, maintaining a sharp focus on profitable and sustainable growth.

The dedication of our employees has been vital to the success of our strategic initiatives and daily operations, enabling us to fulfill our purpose. I want to take this opportunity to thank them for their efforts, celebrate their achievements this year and encourage them to approach the opportunities and challenges of 2025 with the same characteristic enthusiasm.

Warm regards,

**Marcelo Gálvez**  
**CHIEF EXECUTIVE OFFICER, SMU S.A.**



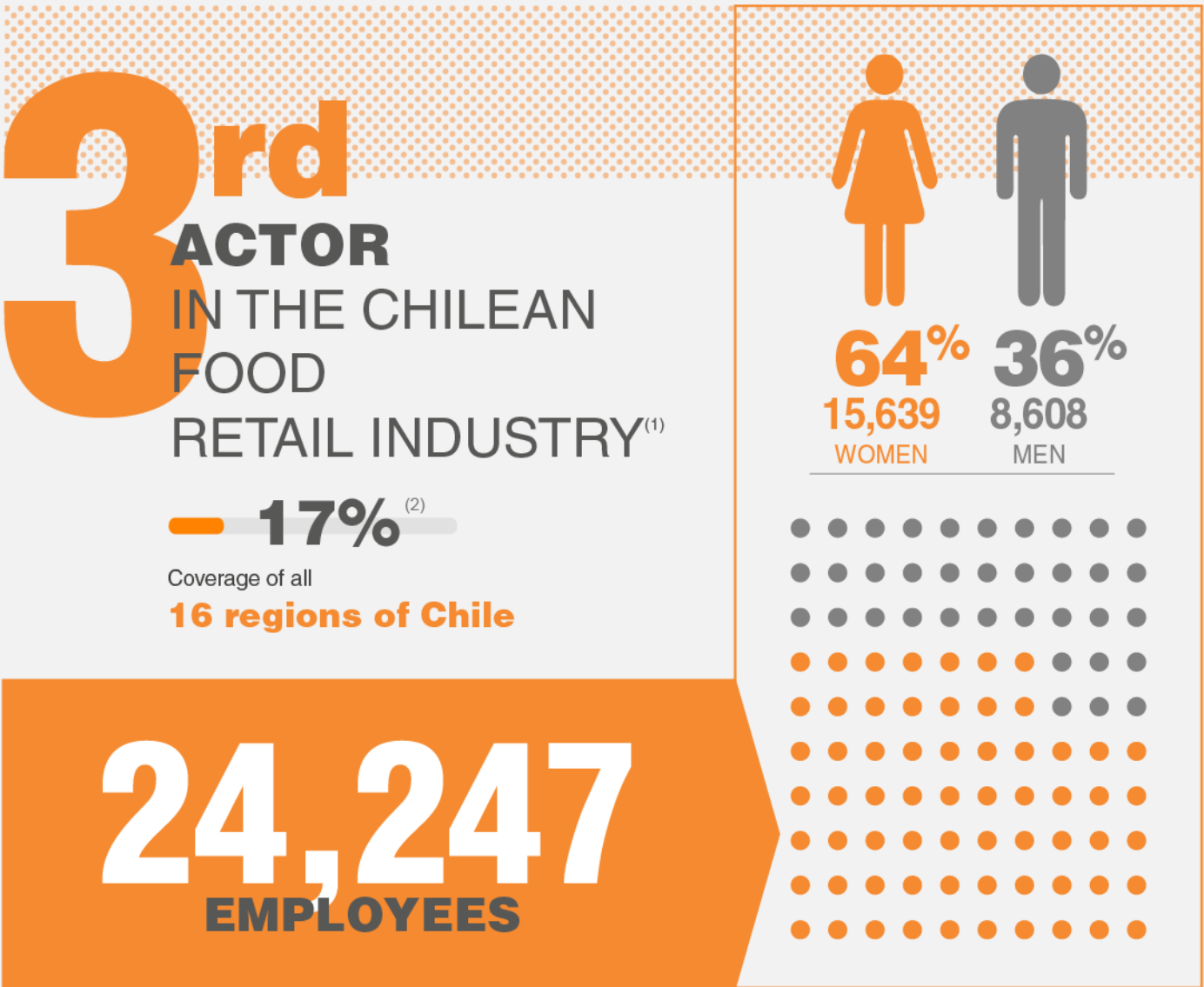




# OUR **COMPANY**



## 2.1 SMU AT A GLANCE



**Notes**  
(1) SMU's estimates  
(2) Includes revenue for SMU's Food Retail Chile segment divided by supermarket sales in Chile, according to the National Statistics Institute (Instituto Nacional de Estadísticas or "INE")

REDUCING  
FOOD WASTE

WE DONATED

**785.3**TN

of food, benefiting  
more than  
**164,000 people**



100% NUESTRO  
PROGRAM

OF OUR SUPPLIERS  
IN CHILE

**76.5%**

come from outside  
the Santiago  
Metro Region



PRIVATE  
LABEL

LAUNCH OF

**180**

news products in  
our aisles



ENERGY  
EFFICIENCY

SUPPLY THROUGH  
RENEWABLE  
ENERGY

**14.4%**

of consumption in  
Chile



FINANCIAL  
PERFORMANCE 2024

REVENUE  
CLP

**2,887** BN

EBITDA  
CLP

**232** BN

NET INCOME  
CLP

**49** BN

UF **5.5**

**MILLION**  
LOCAL BOND  
PLACEMENTS

LOCAL CREDIT  
RATINGS UPGRADE

FELLER RATE

**AA- / STABLE**

ICR

**AA- / STABLE**

## 2.2 WHO WE ARE

### AT SMU, OUR CUSTOMERS ARE AT THE CENTER

of everything that we do, which is why every day, through our actions and decisions, we strive to fulfill our corporate purpose:

“With **closeness**, we make life easier for our **customers**”

With this purpose always in mind, we define our short-, medium- and long-term strategy in order to reach our corporate vision:

To be **the food retailer that best understands our customers** and meets their needs, while sustainably **generating shared value** for all of our stakeholders.

SMU's purpose and vision provide a framework that gives meaning to our daily tasks and reminds us of the positive impact we can have on society.

### OUR VALUES

Be **close**, work with **excellence**, act with **respect**, **collaborate** internally and compete externally, move with **agility**.

Our corporate values, Closeness, Excellence, Respect, Collaboration and Agility (known internally as CERCA values) are an essential ingredient in our efforts to fulfill our purpose and build the future of the Company. We promote these values in all aspects of our business activities, and we have implemented different instances to recognize employees that show their committed to CERCA culture.



# OUR SUSTAINABILITY MODEL

Our Code of Ethics and Business Conduct and our Corporate Sustainability Policy make up the foundation of our execution, providing ethical guidelines and setting the framework for sustainable management: governance, integrity, people, customers, supply, environment, society, and financial performance.

## GOVERNANCE

Best practices in corporate governance

## CULTURE OF INTEGRITY AND ETHICAL MANAGEMENT

Ethical management  
Free competition  
Consumer protection  
Data privacy

## WE ARE A COMPANY OF PEOPLE

Inclusion  
Diversity  
Employee development  
Health and safety  
Labor relations  
People management

## CUSTOMER CENTRIC

Improved shopping experience  
Responsible consumption  
Marketing and advertising  
Private label

## RESPONSIBLE SOURCING

Development of local suppliers  
Private label suppliers

## COMMITMENT TO SOCIETY

Regional development  
Good neighbor  
Stakeholder management  
CSR and contributing to society

## WE CARE ABOUT THE ENVIRONMENT

Caring for the environment  
Waste management

## FINANCIAL PERFORMANCE

Profitable growth

## WE CONSTANTLY STRIVE TO IMPROVE OUR MANAGEMENT

by adopting best practices, including new policies, procedures and complementary commitments that are consistent with our values. As an example, in our Human Rights Policy Statement, we establish our commitment to the United Nations Guiding Principles on Business and Human Rights, among other international statements and standards.

Additionally, we are part of the United Nations Global Compact and have committed to uphold the ten principles on human rights, labor, environment and anti-corruption and to advance the Sustainable Development Goals. Since 2022, we have belonged to a group of companies who have committed to the management of five sustainability criteria promoted by the World Business Council for Sustainable Development (WBCSD). These criteria are: Carbon Neutrality; Biodiversity; Human Rights and Due Diligence; Inclusion and Diversity; and Transparency and Reporting.

## 2.3 GEOGRAPHIC PRESENCE

### FORMATS IN CHILE



● Unimarc

**296**  
stores



● Mayorista 10

**52**  
stores



● Super 10

**16**  
stores



● Alvi

**36**  
stores

### PRESENCE IN PERU
























































**33**  
STORES

Formats in Peru

**Mayorsa** 6 stores

**maxi  
ahorro** 27 stores

## PRESENCE IN CHILE

Region	Presence of Formats	Number of Stores	Distribution Centers	Market Share
Arica y Parinacota		2		10.0% 
Tarapacá		7		22.3% 
Antofagasta		16		18.1% 
Atacama		11		30.4% 
Coquimbo	  	27		28.4% 
Valparaíso	   	36		10.7% 
Metropolitana	   	118	  	12.7% 
Del Libertador Bernardo O'Higgins	   	21		12.1% 
Maule	  	26		18.9% 
Ñuble	  	14		28.5% 
Biobío	  	47		17.9% 
Araucanía	  	24		14.2% 
Los Ríos	 	12		23.3% 
Los Lagos	  	30		23.9% 
Aysen del Gral. Carlos Ibáñez del Campo		2		59.0% 
Magallanes y La Antártica Chilena		7		51.6% 

## 2.4 OUR HISTORY

**Unimarc is acquired by SMU's controlling shareholder**, economist Álvaro Saieh and his family. The chain had 40 stores nationwide and one distribution center, along with significant brand recognition. Subsequently, the controlling group partnered with the Rendic family, owners of Deca, a supermarket chain with 20 stores located in Chile's III, IV, and V regions.

### • 2007

**SMU is born:** Following the integration of the Deca chain, all stores were operated under the Unimarc brand. These operations were consolidated through the creation of a new company, SMU, which was incorporated on February 22, 2008. SMU continued its growth with the acquisition of two chains: Bryc, which had 48 supermarkets located in the central and southern regions of the country, and Mayorista 10, allowing the Company to expand its operations by entering the cash & carry market.

**First three-year strategic plan:** The plan focused on optimizing operations through three pillars: commercial strengthening, operating efficiency, and financial and organizational strengthening. The Company implemented a new commercial strategy; optimized its store portfolio; improved in-store product availability, primarily through improvements in the logistics chain; and strengthened its financial position.

### • 2008

### • 2014 - 2016

### • 2009 - 2011

**Strong inorganic growth:** During this period, SMU acquired over 40 regional supermarket chains, including Abu Gosch, Alameda, Cofrima, Costa Sol, Korlaet, and La Lica, among others, as well as the Alvi and Dipac wholesale chains, the OK Market convenience stores, and the e-grocery business Telemercados Europa. The Company also expanded its business outside of Chile, through Alvi's operations in Peru under the brand Mayorsa and the purchase of the Peruvian chain of stores MaxiBodega. Another key event was the merger, in 2011, with Supermercados del Sur, adding a total of 111 new stores, making SMU the leading food retailer in Chile by number of stores. In addition, that same year, the Company entered the construction materials business through the acquisition of the Construmart chain of stores.

### 2017 - 2019 •

**Implementation of Plan CIMA 2017-2019:** Based on six strategic pillars: customer experience, operating efficiency, organizational excellence, sustainability, technological development, and financial strengthening.

**Initial public offering:** The Company carried out a series of initiatives in order to strengthen its capital structure and reduce indebtedness. In January 2017, SMU completed an IPO, raising approximately US\$200 million. In November of the same year, the Company carried out a second capital increase, for approximately US\$150 million. In January 2018, SMU raised approximately US\$122 million in a third capital increase. These capital increases allowed the Company to significantly reduce its debt. In addition, SMU placed local bonds (series G, K, P, T and W) for a total of UF 8.5 million between 2017 and 2019, refinancing liabilities in better conditions and significantly reducing interest expense.

Another relevant event was the sale of the subsidiary Construmart S.A., which enabled the Company to focus on its core business: food retail.



**2020-2022 strategic plan:** The new three-year plan was focused on four central pillars: organic growth, customer experience, efficiency, and committed and sustainable organization. SMU opened a significant number of Unimarc, Alvi and Maxiahorro stores, while also strengthening its multiformat strategy through the new soft discount banner, Super10. In addition, the Company continued to build its online strategy, with the launch of the online platforms Unimarc.cl and Alvi.cl, improving geographic coverage and order fulfillment, and the inauguration of the first robotic fulfillment center in Latin America. SMU also continued developing its private label strategy, reaching over 1,500 products and 14 specialty brands.

**Financial strengthening:** The sale of OK Market was completed during the period, enabling the Company to focus on its core business: supermarkets. The Company also placed local bonds (series AK, AL and AO) for a total of UF 7 million, and its credit rating was upgraded to A+ with a stable outlook by both of its credit rating agencies, Feller-Rate and ICR.

**Launch of the strategic plan for 2023-2025:** SMU successfully launched its new three-year strategic plan, continuing the focus areas of the previous plan—omnichannel growth, customer experience, efficiency and productivity, and a committed and sustainable organization—while implementing a strong organic growth strategy, with 58 store openings planned over three years, strengthening its multi-format strategy. In the first year of the plan, the Company opened 14 new stores, including the first six of the Montserrat project. Other key milestones included the relaunch of Unimarc's loyalty program, introducing new benefits and partnerships, as well as progress in the development of private labels, expanding into new categories and products, further solidifying the Company's value proposition.

On the financial front, SMU achieved an AA- credit rating with a stable outlook, reinforcing its market position. Additionally, the placement of AP series bonds totaling UF 1.5 million helped optimize the Company's future debt maturity profile.

**2020 - 2022**

**2023**

**2024**

**Strong Organic Growth:** During 2024, SMU made significant progress toward the goals set in its three-year plan, opening 20 new stores across its Unimarc, Alvi, and Super10 formats in Chile, as well as MaxiAhorro in Peru. Additionally, the Company inaugurated a new distribution center in Piura to support the expansion of operations in northern Peru. In line with the customer experience pillar of its plan, SMU continued strengthening its loyalty initiatives, introducing a new tier-based membership concept for Club Unimarc under the slogan "the more you shop, the more you save," and launching new private label products to ensure an attractive assortment at competitive prices. Another key milestone of the year was SMU's inclusion in the Dow Jones Sustainability Index Chile and MILA, recognizing the Company's sustainability efforts.

On the financial front, SMU carried out four local bond placements totaling UF 5.5 million, allowing the Company to refinance debt maturities for 2024 and 2025, ensuring a comfortable amortization schedule for the coming years.



## 2.5 BUSINESS

SMU S.A. and its subsidiaries (“SMU” or the “Company”) is one of the leading food retailers in Chile, with a market share of 17% as of December 31, 2024, according to Company estimates. It meets consumer and B2B customer needs through its multiple food-focused formats: Unimarc, Alvi, Mayorista 10 and Super10 (together defined as the “Food Retail Chile” segment). The Company also has a growing presence in Peru through two cash-and-carry store brands, Mayorsa and Maxiahorro (defined as the “Food Retail Peru” segment).

The Company’s multiformat strategy allow it to serve customers in different socioeconomic groups and with different shopping habits. In addition, its focus on food, which accounts of 98% of its sales, makes its business highly defensive in the face of adverse economic conditions. SMU operates at a large scale, with extensive geographic coverage and strategic locations throughout Chile. The integrated operating and technology platform that supports SMU’s businesses features a logistics network with distribution centers throughout the country and technology, including SAP for integrated enterprise management, and other tools for automated merchandise replenishment, pricing and promotions, transportation management, and CRM, among others.

**Operating in all 16 regions of the country, SMU is one of the largest food retailers in Chile**

A key part of SMU’s business is its portfolio of brands, including its multiple formats and loyalty programs. In addition, the Company’s private label program features a wide range of products and over 20 specialty brands (for further information, please see section 7.1.3 Enhancing Product Assortment).

### Main Brands

#### Formats



#### Loyalty Programs



## 2.5.1

### FOOD RETAIL CHILE

#### 2.5.1.1

#### UNIMARC



**Unimarc, SMU's traditional supermarket, is the Company's main food retail sales channel, accounting for approximately 67% of revenue in 2024.**

As of December 31, 2024, the Company had 296 Unimarc stores, with a total selling space of 352,515 square meters and an average store size of 1,200 square meters. During the year, this format opened a total of eight new stores, located in the Coquimbo, Valparaíso, Santiago Metropolitan, and Los Lagos regions of Chile, thereby moving forward with its organic growth strategy.

Unimarc's value proposition aims to provide customers an assortment with a high proportion of quality fresh food products at attractive prices and high levels of promotional activity. The size of its stores facilitates a quick and convenient shopping experience, with services available and product assortment varying according to customer needs. In order to facilitate operating efficiency, each store is assigned to a cluster on the basis of location, size, customer preferences, and other operational considerations.

The product assortment at Unimarc stores focuses primarily on food and includes fresh items, such as fruits and vegetables, white and red meat, and dairy products. It also includes dry goods, frozen products, wine and spirits, cleaning products, and some non-food items. (The latter account for less than 3% of revenue in this format). The assortment per store is based on its cluster and averages approximately 6,500 SKUs.

Unimarc's pricing strategy is characterized by frequent promotional and advertising activity, in line with the needs and preferences of its customers. During 2024, as part of its efforts to help its customers maximize their budgets in the face of complex economic conditions, Unimarc's promotional strategy was focused on basic products to which customers are highly price sensitive, improving its competitiveness with attractive prices.

Another key element of Unimarc's value proposition is its loyalty program, *Club Unimarc*, which aims to improve the customer experience by offering immediate benefits and personalized discounts. In 2024, *Club Unimarc* expanded its benefits by launching an innovative program based on membership tiers, with exclusive discounts in accordance with their tier, rewarding customers for their loyalty (for further information, please see section 7.1.2 Loyalty).

Unimarc's main competitors are Lider (owned by Walmart), Santa Isabel (owned by Cencosud), Jumbo (owned by Cencosud), and Tottus (owned by Falabella).

### **2.5.1.2** **MAYORISTA 10**



**The Mayorista 10 format focuses on offering products at low prices.**

As of December 31, 2024, the Company had 52 Mayorista 10 stores between the Coquimbo and Los Lagos regions. The Mayorista 10 value proposition is based on offering low prices to consumers and resellers. As a percentage of sales, their operating expenses are lower than those of Unimarc, as they have a more narrow product assortment and a no-frills value proposition in stores. In addition, many products are displayed directly on transportation pallets, which requires less manipulation of merchandise and reduces restocking costs. These efficiencies can then be passed along to the customer in the form of lower prices. Mayorista 10 stores average 1,300 square meters.

The product assortment at Mayorista 10 allows customers to satisfy all of their grocery needs, but without as much variety in terms of brands and sizes compared to Unimarc. The average assortment per Mayorista 10 store is 3,400 SKUs.

Mayorista 10's main competitors are Super Bodega aCuenta (owned by Walmart) and other food retailers and wholesalers.

### **2.5.1.3** **SUPER10**



**The Super10 format was launched in 2021 as a new, soft discount value proposition.**

As of December 31, 2024, the Company operated 16 Super10 stores in the Metropolitan, Valparaíso, and O'Higgins regions. SMU opened the first Super10 store in August 2021, extending its multi-format strategy to include a soft discount offering. In 2024, the Company added nine stores to this brand's operations: four new openings and five stores that were converted from the Mayorista 10 format. Super10 provides a positive shopping experience with an assortment that is optimized to enable a complete purchase of fresh items, dry goods and cosmetics. The efficiency and productivity of the operating model reduce costs and make it possible to offer attractive prices.

## INTEGRATED REPORT 2024

This format aims to meet the “stock-up” and “fill-in” needs of consumers from all segments. Its assortment offers quality at low prices, including a significant presence of private label products.

Store design includes an average of approximately 1,200 square meters of selling space without warehouse space and an average assortment of approximately 3,700 SKUs.

Super10 competes with traditional and low-cost supermarkets.

### 2.5.1.4 ALVI



**Alvi is a self-service cash and carry store focusing on B2B customers.**

As of December 31, 2024, the Company had 36 cash & carry stores located between the Coquimbo and Los Lagos regions. These stores average approximately 1,400 square meters and include two new stores opened in 2024, in the municipalities of Peñaflor, in the Santiago Metropolitan region, and Los Andes, in the Valparaíso region.

Alvi provides a comprehensive value proposition that primarily targets resellers who own mom-and-pop stores, small liquor stores, bakeries and pastry shops, hotels, restaurants, casinos and other institutions. The average product assortment is approximately 3,400 SKUs per store in categories B2B members regularly purchase, with specific formats and sizes preferred by this segment; some categories have specialty products that meet the needs of restaurants and institutions.

In terms of pricing strategy, Alvi offers bulk pricing with up to three price levels for each product, depending on the number of units purchased, from a single unit to larger quantities.

In addition to in-person sales at its stores, Alvi offers its customers an online shopping option, through the Club Alvi app and the website Alvi.cl, so loyalty program members can receive purchases directly at their places of business, without having to interrupt service to their own customers.

Alvi has a loyalty program to identify its customers and better understand their needs. Club Alvi seeks to understand the shopping habits of B2B members and to build loyalty by offering a wide range of benefits that give members access to preferential pricing, personalized discounts, training courses, and other services to meet their business needs. In 2024f, Alvi relaunched its loyalty program, adding new benefits for its members (for further information, please see section 7.1.2 Loyalty).

Alvi's main competitors include Fruna, Central Mayorista (owned by Walmart), Comercial Castro, and La Oferta.

### 2.5.1.5 E-GROCERY



**SMU sells food online through its own platforms and partnerships with last milers.**

SMU has developed a customer-centric e-commerce strategy to meet the needs of different customer segments at different times. At the same time, the strategy seeks growth and business profitability. The Company has developed a hybrid e-commerce model with internal platforms and partnerships with third parties.

With respect to the Unimarc brand, the e-grocery format targets consumers in the A, B, C1, C2 and C3 socioeconomic groups. Customers who shop online want excellent service and to receive their entire order on time. Similarly, they look for a quick and easy shopping experience. These customers make two types of purchases—planned and express—and SMU's hybrid strategy allows the Company to serve both types. The Unimarc.cl platform and Unimarc app are designed to serve planned purchases, offering home delivery and click and collect options. Unimarc.cl customers value the attractive prices, on-time and complete deliveries, and the user experience offered by the platform.

As a complement, the Company operates with the last milers Rappi and Uber Eats in order to cover express purchases. In addition, SMU has a partnership with Mercado Libre, the most visited online marketplace in Chile, offering an additional sales channel for Unimarc.cl.

Online sales accounted for 4.0% of sales at Unimarc stores with online operations in 2024, an increase with respect to 2.8% in 2023.

The Company also offers an online value proposition for its B2B customers: as part of Alvi's value proposition, helping its customers to develop their businesses, the website Alvi.cl and the app Club Alvi offer B2B customers who are members of Club Alvi the option to place orders online and receive them at their place of business.

**2.5.1.6**  
**LOGISTICS**



SMU uses two systems to distribute products to its food retail stores in Chile. Some products are shipped from suppliers directly to individual stores, while others are centrally distributed. For the latter, suppliers ship products to the different distribution centers and the Company subsequently distributes the products to its stores.

Throughout Chile, SMU has nine distribution centers that supply Unimarc, Alvi, Mayorista 10 and Super10 stores. The Lo Aguirre (Santiago) and Coquimbo distribution centers handle the highest product volumes. They use a cross-docking system to optimize deliveries of fresh products and to supply other distribution centers.

SMU works with external transportation services through renewable contracts that most often last 12 months and set an adjustable rate based on gas prices and inflation indices.

Centralized distribution facilitates operating efficiency, particularly given Chile's geography. Suppliers can deliver their products to the nine centralized locations instead of individual stores throughout the country. Suppliers generally transfer the savings from reduced logistics costs to the Company, which offsets the higher direct shipping costs incurred by SMU.

More centralized distribution improves supply chain management as the Company can schedule shipments on the basis of each store's needs. Furthermore, it facilitates inventory management, increasing in-store product availability and reducing shrinkage. Greater product availability enables better customer service and boosts sales, benefiting both the suppliers and SMU.

In recent years, SMU has strengthened its logistics operations through expansion and optimization initiatives. In 2024, the Company completed the implementation of voice picking, thereby increasing the efficiency of order preparation processes within distribution centers. SMU also made progress in certified shipments to stores and digitalization in distribution processes, contributing to significant efficiencies throughout the supply chain. In addition, the Company doubled its use of electric trucks for deliveries from distribution centers to stores, amounting to 4% of shipments in 2024 (compared to 2% in 2023), making progress towards its goal of 10% in 2025.

### 2.5.2 FOOD RETAIL PERU



#### **Operations in Peru accounted for 2% of SMU's revenue in 2024.**

As of December 31, 2024, SMU's Peru operations included 33 stores under two banners: Maxiahorro, which are low-cost supermarkets focused on final customers, and Mayorsa, which are cash and carry stores focused on B2B customers.

The Maxiahorro format has 27 stores and a growing presence in the northern part of the country, specifically in the province of Piura, where it has 19 stores, including six that opened in 2024. The Company also operates seven Maxiahorro stores in Lima and one in the province of Ica. Maxiahorro offers a competitive, attractive and differentiated value proposition focused on consumers in the B-C socioeconomic group, with an efficient assortment that covers all the customers' grocery needs, including fresh products such as bakery and pastry, as well as a complete assortment of dry goods. The Mayorsa format, for its part, is focused on B2B customers, operating six stores in Lima. The average size of SMU's stores in Peru is approximately 600 square meters.

Like the formats that operate in Chile, Mayorsa and Maxiahorro have a loyalty program, *Club Ahorro*. It is an important tool for differentiation and meeting customer needs with attractive and relevant assortments and discounts.

SMU's stores in Peru are supplied primarily through centralized distribution, with 70% of products coming from its two distribution centers, which are located in the Punta Hermosa district, located to the south of Lima, and in Piura. The latter was recently inaugurated in October of 2024 in order to support the Company's growth strategy in the north of Peru.

### 2.5.3 OTHER SERVICES

SMU offers several transactional services and payment method solutions to improve the customer shopping experience. In payment methods, customers can use the SMU gift card to make purchases in all of the Company's physical stores throughout Chile and Unimarc.cl. SMU also offers the Unipay digital credit card to build loyalty and facilitate customer purchases at Unimarc, Alvi, Mayorista 10, and Super10 stores, and beginning in 2024, Unimarc.cl, as well as at Unired.cl.

In addition, Unimarc, Alvi, Mayorista 10, and Super10 stores accept the market's main food cards, including the National School and Scholarship Assistance Council (JUNAEB) card.

During 2024, in order to continue driving payment digitalization, the Company set up the option to pay using a QR code through Banco BCI's MACH digital wallet, as well as Redbanc's REDPAY QR code, which has been adding partnerships with other digital wallets, such as *Prepago Los Héroes* and *Skipo*. These digital wallets are in addition to Mercado

Pago, which began offering the option to pay using a QR code at Unimarc, Alvi, Mayorista 10, and Super10 in 2023. These new payment options are aligned with the Company's corporate purpose of making life easier for its customers, in this case through digitalization and the development of new functionalities.

Transactional services include lottery sales and recharging prepaid telephone and television accounts. Through SMU's affiliate, Unired, customers can pay more than 110 companies for services like water, electricity, gas, television, cellular and landline telephones, highway tolls and school tuition.

### **2.5.4**

#### **PROPERTIES AND FACILITIES**

As of December 31, 2024, SMU properties and facilities included 400 stores in Chile: 296 Unimarc stores; 52 Mayorista 10 stores; 16 Super10 stores; and 36 Alvi stores. It also has 33 stores in Peru: 27 Maxiahorro stores and six Mayorsa stores. SMU has nine distribution centers for the retail food business operations in Chile – located in Antofagasta, Coquimbo, Santiago (three locations), Concepción, Puerto Montt, Coyhaique and Punta Arenas – two distribution centers in Peru—located in Lima and Piura; and a central office in Santiago. In addition, between 2023 and 2024, the Company purchased 11 properties in different parts of Chile, in order to secure locations for the future development of its food retail business.

SMU leases almost all of its properties and facilities through long-term lease agreements, which are generally classified as financial leases according to International Financial Reporting Standards (IFRS). In addition, some stores have been acquired directly through financial leases. The Company owns three stores in Chile, four in Peru, and the 11 properties mentioned above. SMU also holds a 33% ownership stake in a holding company that manages the private fund that owns 11 stores operated by SMU in Chile.



## **2.6 STRATEGY**

SMU seeks to sustainably fulfill its corporate purpose of making customers' lives easier, along with the corporate vision of being the supermarket chain that best meets customer needs while generating shared value for all its stakeholders. To this end, the Company develops its strategy through planning processes that are described below.

SMU's strategic planning is based on three-year plans designed to respond to market opportunities and industry trends that the Company has identified in different strategic pillars, which are described below. Each pillar contains initiatives designed to address these opportunities, and progress is tracked against quantitative targets.

In parallel with this medium-term planning, the Company develops a five-year plan for real estate and logistics development processes in order to ensure the availability of locations for new stores and the infrastructure necessary to stock them.

The investment plan is approved annually and monitored throughout the year to evaluate potential changes in conditions and the expected results of each project. The investment plan includes strategic projects and those non-strategic projects that are necessary for operational continuity. It accounts for the useful lives of the main assets.

All plans are reviewed and approved by the Board of Directors.

### **2.6.1**

#### **2023-2025 STRATEGIC PLAN**

SMU's strategic plan for 2023-2025, which was approved and announced in November 2022, is based on four priority areas: customer experience, omnichannel growth, efficiency and productivity, and committed and sustainable organization. Financial capacity, technology, and digitalization provided the support necessary to successfully implement plans for the four priority areas. The plan enables the Company to continue building on its strengths: a multiformat strategy focused on food; deep insight into the needs of its customers; and broad geographic coverage.

## SMU's 2023-2025 Strategic Plan



### 2.6.1.1

#### OMNICHANNEL GROWTH

In Omnichannel Growth, SMU plans to open 58 new stores, as well as converting Mayorista 10 stores to the Super10 format and remodeling Unimarc and Alvi stores. In Chile, the new openings—a total of 43 among the Unimarc, Super10, and Alvi formats—will allow SMU to expand its geographic coverage, entering new municipalities and growing in regions where the Company has a smaller market share. The 15 new openings in Peru will be concentrated in the northern part of the country.

During 2024, the Company made significant progress on its organic growth plan, opening a total of 20 stores in its different formats, including Unimarc (eight), Maxiahorro (six), Super10 (four), and Alvi (two). In addition, SMU converted five Mayorista 10 stores into the Super10 format and remodeled 25 Unimarc stores.

The Omnichannel Growth pillar also strives to strengthen the Company's online offerings, satisfying the needs of its customers through its Unimarc.cl and Alvi.cl platforms, and through last milers. In 2024, SMU expanded coverage of Click and Collect locations for Unimarc.cl, proving customers with more flexibility to choose when and where they receive their orders. The Company also expanded the coverage of operations with the last milers Rappi and Uber Eats, which focus on express orders. These initiatives contributed to the Company's online sales growth of 21% with respect to 2023.

### **2.6.1.2**

#### **CUSTOMER EXPERIENCE**

Customer Experience initiatives are focused on harnessing SMU's knowledge of customers and advanced analytics to optimize the value proposition in each format. Loyalty programs are essential for maintaining contact with customers, offering them attractive discounts and product assortments, and understanding their needs and preferences in changing scenarios.

During 2024, the Company launched innovative initiatives in its loyalty programs, such as the first tier-based benefits program in the Chilean food retail industry, offering Club Unimarc members exclusive promotions and discounts, based on their membership tier, rewarding customers for the loyalty. In addition, the Company relaunched Alvi's loyalty program, which focuses on benefits for B2B customers (for further information, please see section 7.1.2 Loyalty).

The Company also continued to develop its private label program, in order to satisfy another essential part of the customer experience: finding an assortment of high-quality products at more attractive prices. In 2024, SMU launched approximately 200 new products, and private label sales reached 13% of total sales in Chile (for further information, please see section 7.1.3 Enhancing Product Assortment). The Company also made progress towards its goal of having certified recyclable packaging for 50% of its private label assortment by 2025, reaching 29% in 2024, compared to 19% in 2023.

### **2.6.1.3**

#### **EFFICIENCY & PRODUCTIVITY**

Operating efficiency is a strategic focus that has been progressively strengthened in each one of SMU's three-year plans. The primary objective is to control operating expenses and improve product availability through digitalization, process redesign and technological tools in stores and the logistics network.

For store processes, in 2024, the Company continued to implement the Unimarc operating model: at year-end, the model had been implemented in over 220 stores, with more centralized logistics and efficient replenishment improving product availability. Likewise, the implementation of self-service modules helped to improve the checkout experience, and the Company expanded coverage of initiatives such as digital shelf management and digital treasury, contributing to higher productivity in stores.

Technology plays an important role in logistics processes, and in 2024, the Company expanded coverage of the voice picking system in its distribution centers, enhancing efficiency in order preparation for stores.

The efficiency and productivity focus area also includes energy efficiency initiatives that seek to optimize the management and costs of its energy consumption. In 2024, the Company achieved certification of its Energy Management System under ISO 50001 in 100% of

facilities operated by SMU Chile. In addition, electric vehicles were incorporated into the supply chain for deliveries from distribution centers to stores, reaching 4% of the shipments for the year.

### 2.6.1.4

#### COMMITTED & SUSTAINABLE ORGANIZATION

At SMU, sustainability has to do with how the Company views the future and its ability to comprehensively manage its economic, social and environmental performance. From that perspective, the strategic plan includes initiatives that focus on creating shared value and environmental protection. Similarly, organizational excellence is fundamental to reaching SMU's goals and fulfilling its corporate purpose.

Though all the strategic priority areas incorporate SMU's Corporate Sustainability Model, the Organizational Excellence and Sustainability area promotes initiatives related to creating shared value, caring for the environment and a commitment to diversity and inclusion.

Regarding environmental protection and reflecting its concern for climate change, SMU measures and manages its carbon footprint, earning the *Huella Chile* seals for quantification and reduction once again in 2024. Reducing food waste is a very significant way to cut greenhouse gas emissions. Through Consume Soon and food donations and transformation, in 2024 SMU prevented 7,535 metric tons of food from being disposed of in landfills. The figure includes 785 metric tons of food donated to more than 164,000 at-risk people. At the same time, by avoiding food waste, the Company also avoided approximately 4,700 tons of greenhouse gas emissions.

As part of its vision of generating shared value for its stakeholders, SMU promotes the development of SME suppliers – and provides an attractive assortment of regional products to Unimarc customers – through its *100% Nuestro* program. The program includes an assortment of over 1000 local products, and Unimarc has worked to increase the visibility of these products by creating dedicated selling spaces.

## 2.6.2

### INVESTMENT PLANS

In 2024, SMU invested a total of CLP 107 billion in new openings, remodeling, purchases of land for future development, productivity improvements, e-commerce development, asset replacement and SAP modules to improve operational efficiency. These investments were funded with operating cash flows.

In November 2022, SMU's Board of Directors approved the 2023-2025 strategic plan, which entails investments of approximately CLP 265 billion, about 50% of which will be allocated to omnichannel growth projects and approximately 25% to efficiency and productivity projects. The remaining 25% will be allocated to investments related to business continuity.

In December 2024, the Board of Directors approved the 2025 investment plan for approximately CLP 120 billion. About 60% of that amount will go toward strategic omnichannel growth projects, including new openings, remodeling, and e-commerce development. The plan also includes investments in efficiency and operational continuity initiatives, like replacing assets and implementing new SAP modules. These investments will be funded primarily with operating cash flows. It should be noted that the projects and the total investment amount associated with the investment plan are always subject to change. They may be affected by endogenous or exogenous factors that could impact business development.

### 2.6.2.1

#### INNOVACIÓN

As part of its growth strategy and commitment to excellence, SMU continues to seek new opportunities to improve the customer experience and optimize operations through innovation. In 2024, investment in innovation totaled approximately CLP 1.1 billion and included initiatives such as the expansion of digital shelf management and digital treasure, among others.

In order to develop and pilot new ideas that could generate value, internally SMU promotes a program called **Tu Idea La Lleva**, which invites employees to submit ideas related to customer experience, operational excellence, bridging the gap and sustainability. One such success story was the "ECO Protector" initiative, which reduces the use of plastic film to cover pallets in the logistics operation by replacing the film with a reusable option, thereby reducing the generation of waste and contributing to the goal of caring for the environment.



## 2.7 THE FOOD RETAIL INDUSTRY

### 2.7.1

#### MARKETS WHERE SMU OPERATES

SMU operates supermarkets and other retail food stores in Chile and Peru. According to each country's statistics agency, the total combined population of these countries was 54 million as of December 31, 2024.

Chile is the most important market in terms of revenue for SMU: in 2024, revenue from these operations accounted for 98% of the Company's consolidated revenue. According to the National Institute of Statistics (INE), Chile had a population of approximately 20 million as of December 31, 2024. According to the Chilean Central Bank, the country experienced GDP growth of 11.3% in 2021, 2.2% in 2022, 0.5% in 2023, and 2.6% in 2024. In real terms, salaries in Chile decreased 0.3% in 2021 and 1.7% in 2022, then increased 3.6% in 2023 and 2.7% in 2024, while the unemployment rate was 8.8% in 2021, 7.9% in 2022, 8.7% in 2023, and 8.5% in 2024, according to INE.

The consumer price index (CPI) in Chile rose 7.2% in 2021, 12.8% in 2022, 3.9% in 2023, and 4.5% in 2024. The food price index (FPI) in Chile rose 5.5% in 2021, 24.7% in 2022, 5.2% in 2023, and 3.5% in 2024, according to INE.

SMU's operations in Peru contributed 2% of consolidated revenue in 2024. According to the National Institute of Statistics and Informatics (INEI), Peru had a population of approximately 34 million as of December 31, 2024. The country's GDP grew 13.3% in 2021 and 2.7% in 2022, fell 0.4% in 2023, and grew 3.3% in 2024, according to the Central Reserve Bank of Peru.

### 2.7.2

#### THE FOOD RETAIL INDUSTRY IN CHILE

According to INE, as of December 31, 2024, Chile's food retail industry was comprised of 1,367 stores, including hypermarkets, supermarkets and other retail food stores with a minimum of three checkouts. INE estimates that the sector generated CLP 16.8 trillion as of December 2024.

SMU's main competitors include hypermarkets, supermarkets, cash and carry stores, neighborhood stores, convenience stores and open-air markets. In this highly competitive industry, the main factors that allow the different players to differentiate themselves and attract customers include store location, price, selection, quality, customer service and process efficiency.

In recent years, Chilean shopping habits have changed dramatically, beginning in 2020, when government restrictions meant to prevent the spread of COVID-19 significantly reduced foot traffic and flow of people in stores and, consequently, the number of transactions. This was accompanied by an increase in the average ticket.

Toward the end of that year, these trends began to reverse as restrictions eased and vaccination progressed. The number of transactions recovered sharply and continued to do so in the following years. In 2021, there was also an impact from the liquidity generated by initiatives like pension savings withdrawals and the Emergency Family Income, which boosted discretionary consumption along with supermarket purchases of non-food products. Many consumers also showed a preference for more sophisticated products.

In 2022, with the high inflation and falling GDP, consumer preferences re-adjusted toward money-saving products and sales channels. This trend intensified in 2023, as consumers' income levels were affected by the complex economic conditions, leading them to buy smaller quantities and substitute products for cheaper alternatives. At SMU, these trends were evidenced by the lower average ticket; however, the number of customers and transactions increased.

Although inflation levels were more moderate in 2024, the economic conditions remained challenging, which was reflected in the weak consumption environment. Consumers sought out opportunities to save, downtrading in their product choices but also diversifying the channels at which they shopped, in order to find the lowest possible price for each item on their shopping list.

After the public health crisis triggered strong e-grocery growth in 2020 and 2021, growth slowed in 2022 as brick-and-mortar channels reactivated, and the online market remained more stable in the following years. Customers use both in-person and digital channels and seek a consistent value proposition across them all.

SMU's primary competitors in Chile include traditional and discount food retailers and hypermarkets. According to company estimates, in terms of revenue, Walmart Chile is the largest supermarket chain in Chile, operating about 390 stores under the Líder, Líder Express, Super Bodega aCuenta and Central Mayorista brands. Cencosud is the second-largest operator in Chile in terms of revenue, with approximately 250 hypermarkets and supermarkets under the Jumbo and Santa Isabel brands as of December 31, 2024. SMU is the third largest in terms of revenue, with 400 stores. Tottus is fourth, with approximately 70 hypermarkets and supermarkets.

The Alvi format competes in the cash and carry segment, which includes stores that supply neighborhood stores, restaurants and consumers. This segment operates through three channels: cash and carry stores (such as Alvi), full-service stores, and wholesale distributors. Suppliers also distribute their products directly to neighborhood stores and restaurants.

As of December 31, the main competitors in this segment were: Fruna, which has about 60 full-service stores; Central Mayorista, with 13 cash and carry stores; and other small operators.

Mayorista 10 and Super10 stores compete primarily with Super Bodega aCuenta (Walmart), other retail supermarkets and cash and carry stores.

In the e-commerce segment, SMU operates through its own platforms, Unimarc.cl and Alvi.cl, as well as through third parties, including *last milers*, like Rappi and Uber Eats, and the Mercado Libre marketplace. The Company's main competitors also have their own online platforms and partnerships with *last milers*.

Considering its different formats, SMU's food retail market share in Chile was 17% in 2024.

### 2.7.3

#### THE FOOD RETAIL INDUSTRY IN PERU

SMU operates in the Peruvian food retail market with discount supermarkets for consumers under the Maxiahorro brand and cash and carry stores under the Mayorsa brand. According to financial data published by other industry players and Company estimates, the Peruvian food retail industry totaled an estimated US\$5.9 billion in 2024; SMU holds approximately 1.2% market share.

Compared to other Latin American economies, the penetration of modern grocery in Peru is very low, as traditional trade involving markets, fairs and neighborhood mom-and-pop stores play an important role in this industry.

The main players in the Peruvian modern trade are InRetail, with its Plaza Vea, Vivanda, Mass and Makro brands; Cencosud through the Wong and Metro brands; and Falabella, which operates supermarkets and hypermarkets with its Tottus and Hiperbodega Precio Uno brands.

In recent years, new players have entered the market, operating discount formats, such as the Vega and Aieper groups, with the 3A format. In addition, there are multiple operators of smaller stores offering a limited selection in more convenient locations, such as the Tambo and OXXO chains.





# SUSTAINABILITY AT SMU

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SMU aims to add economic, environmental, and social value **in all of its activities and business lines**, within a framework of integrity and transparent corporate conduct.

The Company's sustainability model covers all of its operations and is based on the continuous development of its employees, fomenting responsible relations with suppliers, and driving ongoing improvements in order to respond to customer needs, a commitment to environmental stewardship, and contributions to the community.

SMU has made progress in sustainable management in line with 11 of the 17 Sustainable Development Goals ("SDG") from the United Nations Sustainable Development Agenda.



## **3.1 SUSTAINABILITY MANAGEMENT**

SMU has a comprehensive approach to sustainability, upon which the corporate purpose was structured: “With Closeness, we make our customers’ lives easier.” SMU’s sustainable business management is based on its Code of Ethics and Business Conduct, Sustainability Policy, and Corporate Sustainability Model. Additionally, to establish sustainability governance involving every area of the organization, the Company has a People and Sustainability Committee, composed of members of the Board of Directors and Management. (For more information, see Section 4.2.3.4.)

Sustainability management at SMU is structured around eight key pillars: (1) Governance; (2) Promoting a culture of integrity and ethical management; (3) We are a company of people; (4) Customer centric; (5) Responsible sourcing; (6) Commitment to society; (7) We care about the environment; and (8) Financial performance. Management approaches have been defined for each of these pillars, setting the focus for sustainability efforts within the organization.

In 2024, the Sustainability Policy was updated to include three new policy statements: (1) Lobbying and Industry Associations, (2) Health and Nutrition in Food, and (3) Sustainable Packaging.

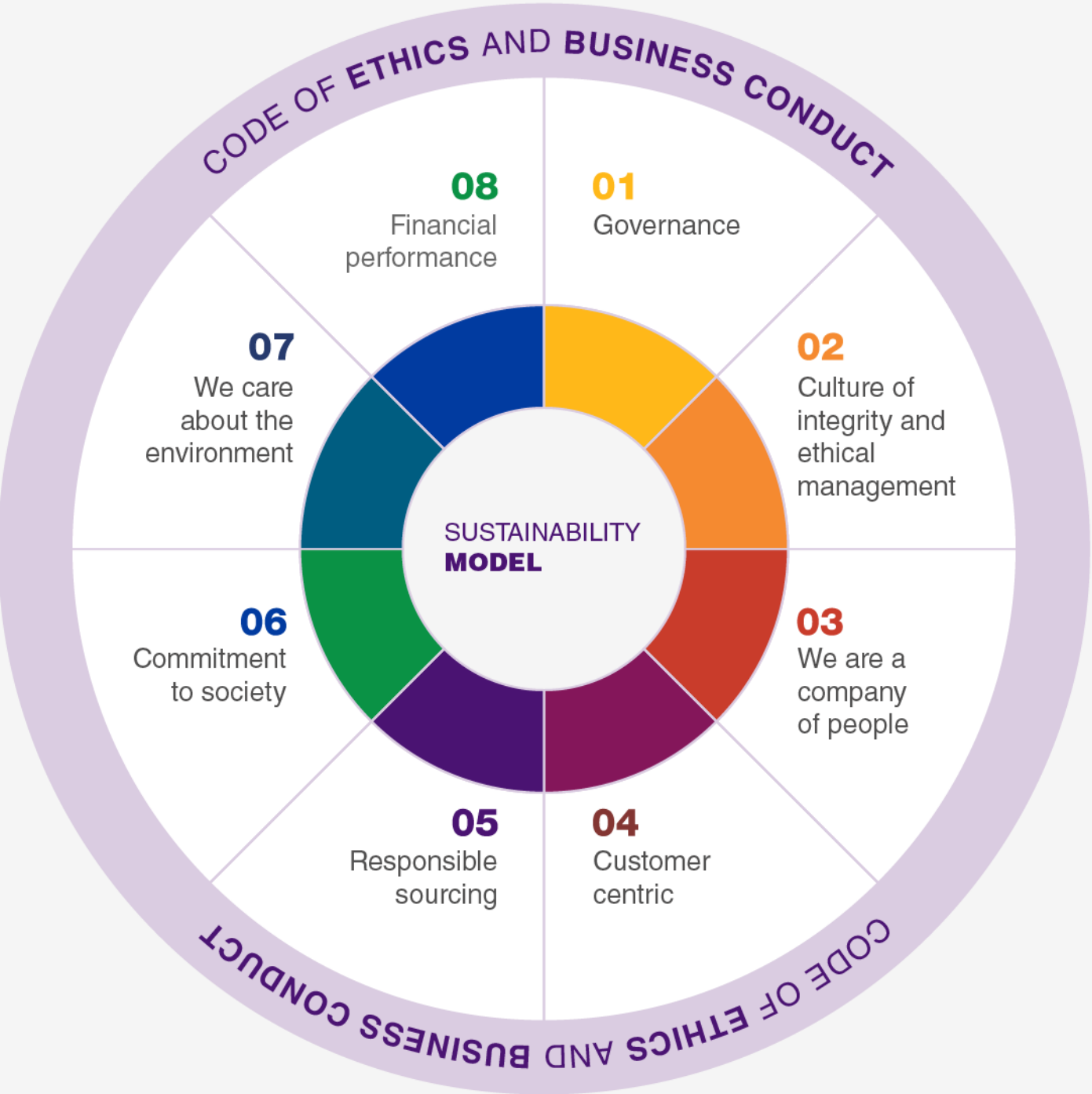
As detailed throughout this integrated report, the Company has made significant progress in initiatives related to diversity and inclusion, responsible sourcing, human rights due diligence, and climate change, addressing issues such as sustainable packaging, water footprint, food waste reduction, and energy efficiency. Additionally, SMU has set quantitative goals to measure its progress in the coming years.

A reflection of these efforts was SMU’s inclusion, at the end of 2024, in the Dow Jones Sustainability Index Chile and MILA. In the 2024 edition of the S&P Corporate Sustainability Assessment, SMU achieved a score of 68/100, improving by six points compared to the previous year, qualifying for inclusion in both indices.






This result positions SMU as the top-ranked company in the food and staples retailing industry in Chile, the second in Latin America, and the eighth globally, placing it within the top 3% of the best-rated companies worldwide.






**In 2024, SMU qualified for the Dow Jones Sustainability Index Chile and MILA for the first time, a significant recognition of its environmental, social, and governance management.**

# SUSTAINABILITY **MODEL**



## Progress and Commitment in Sustainable Management

Topics	Progress in 2024	SDG
GOVERNANCE		
Best practices in corporate governance	<ul style="list-style-type: none"><li>Implementation of risk management software, strengthening processes and monitoring.</li><li>Update of the Sustainability Policy, incorporating policy statements on lobbying and trade associations, health and nutrition in food, and sustainable packaging.</li></ul>	<div></div> <div>Contributes to goals:<ul style="list-style-type: none"><li>16.4</li><li>16.5</li><li>16.10</li></ul></div>
CULTURE OF INTEGRITY AND ETHICAL MANAGEMENT		
Ethical management		
Free competition	<ul style="list-style-type: none"><li>Training in prevention of workplace and sexual harassment: 91% of employees.</li></ul>	<div></div> <div>Contributes to goals:<ul style="list-style-type: none"><li>5.1</li><li>5.2</li><li>16.5</li><li>16.10</li></ul></div>
Consumer protection		
Privacy protection		
WE ARE A COMPANY OF PEOPLE		
Inclusion & Diversity	<ul style="list-style-type: none"><li>Certification of the Gender Equality and Work-Life Balance Management System under the standards of the Chilean Standard NCh 3262 for Alvi.</li></ul>	<div></div> <div></div>
Personnel Development	<ul style="list-style-type: none"><li>22% more participants in the caregiver program in 2024 compared to 2023.</li></ul>	<div>Contributes to goals:<ul style="list-style-type: none"><li>1.2</li><li>5.1</li><li>5.5</li><li>8.5</li><li>8.8</li><li>10.2</li><li>16.7</li></ul></div>
Labor Relations		
Managing People	<ul style="list-style-type: none"><li>Overall satisfaction score in the 2024 engagement survey: 74.3%, the best result since 2020.</li></ul>	

Topics	Progress in 2024	SDG
<b>CUSTOMER CENTRIC</b>		
<b>Improved shopping experience</b>	<ul style="list-style-type: none"> <li>Promotional campaigns that helped optimize customers' budgets.</li> <li>Launch of the first tiered membership program as part of Club Unimarc.</li> </ul>	 
<b>Responsible consumption</b>	<ul style="list-style-type: none"> <li>Implementation of the "Grow Your Business" program, a fund designed to support Club Alvi members in developing their businesses.</li> </ul>	<p>Contributes to goals:</p> <ul style="list-style-type: none"> <li>2.1</li> <li>12.5</li> </ul>
<b>Private Label</b>	<ul style="list-style-type: none"> <li>Private label development: 180 product launches, and 29% of the assortment has recyclable packaging (19% in 2023).</li> </ul>	
<b>RESPONSIBLE SOURCING</b>		
<b>Risk Management in supply chain</b>		  
<b>Development of local suppliers</b>	<ul style="list-style-type: none"> <li>Mentoring program for 26 100% Nuestro suppliers (in partnership with Simón de Cirene)</li> <li>Renewal of the Mi Compromiso PYME Seal, from E&amp;Y and Unión Emprendedora.</li> <li>Talks and workshops for small suppliers of fruits and vegetables (in partnership with INDAP).</li> <li>193 exclusive spaces to promote the sale of products from the 100% Nuestro program.</li> </ul>	<p>Contributes to goals:</p> <ul style="list-style-type: none"> <li>2.3</li> <li>8.3</li> <li>17.17</li> </ul>

Topics	Progress in 2024	SDG
<b>COMMITMENT TO SOCIETY</b>		
<b>Regional development</b>	<ul style="list-style-type: none"> <li>Execution of Unidos Campaign 2024, supporting Fundación Las Rosas and Club de Leones Cruz del Sur with CLP\$13 million each.</li> </ul>	  
<b>Good neighbor</b>	<ul style="list-style-type: none"> <li>Execution of Teletón Campaign 2024, contributing CLP\$1.4 billion.</li> </ul>	<p>Contributes to goals:</p> <ul style="list-style-type: none"> <li>2.1</li> </ul>
<b>CSR and contributing to society</b>	<ul style="list-style-type: none"> <li>Fondo Descúbreme 2024: customer donations financed 11 social projects for the development of people with cognitive disabilities (213 direct beneficiaries).</li> </ul>	<ul style="list-style-type: none"> <li>10.2</li> <li>17.17</li> </ul>
<b>WE CARE ABOUT THE ENVIRONMENT</b>		
<b>Caring for the environment</b>	<ul style="list-style-type: none"> <li>Tons of food waste avoided increased 9.2% vs. 2023.</li> <li>Consumption of energy from renewable sources reached 14.3% in 2024 (12.1% in 2023).</li> </ul>	 
<b>Waste management</b>	<ul style="list-style-type: none"> <li>ISO 50.001 Certification for Energy Management System for operations in Chile.</li> <li>Deliveries from Distribution Centers to stores using electric trucks: 4% (vs. 2% in 2023).</li> <li>Reduction of 6,314 m<sup>3</sup> in water extraction and 613 m<sup>3</sup> in water consumption at Lo Aguirre Distribution Center vs. 2023.</li> </ul>	  <p>Contributes to goals:</p> <ul style="list-style-type: none"> <li>6.3</li> <li>7.2</li> <li>7.3</li> <li>12.2</li> <li>12.3</li> <li>12.5</li> <li>13.2</li> <li>13.3</li> </ul>
<b>FINANCIAL PERFORMANCE</b>		
<b>Profitable growth</b>	<ul style="list-style-type: none"> <li>Placement of four local bonds totaling UF 5.5 million, allowing for a comfortable debt maturity Schedule going forward.</li> </ul>	

### 3.2 STAKEHOLDERS

SMU strives to build long-term relationships with its stakeholders, promoting open lines of communication in order to maintain responsible, transparent, and sustainable relationships with each one of them.

Under the Company’s stakeholder management model, each stakeholder is assigned a stakeholder manager, which is generally the area that specializes in matters affecting that stakeholder. For example, the stakeholder manager for members of the media is SMU’s External Communications department. In addition, where necessary, the Company has defined multidisciplinary internal working groups which are responsible for defining action plans and priority issues.

In order to identify key stakeholders, the Company carried out an analysis, prioritizing based on capacity and criticality.

#### SMU’s Key Stakeholders





### 3.2.1 COMMUNICATION CHANNELS

In order to promote transparency and ongoing communication with stakeholders, SMU has created several communication channels, which it uses to provide information in a timely manner, identify opportunities for improvement and create spaces for dialogue that generate honest and timely feedback.

SMU's Whistleblower Channel is available for both employees and third parties, through the Company's website. For more information, please see section 5.1.2 Whistleblower Channel.

The Company's website is the primarily channel through which it provides information to all stakeholders about its business, main risks, and financial, economic, and legal position. On the website, SMU publishes general information, as well as news, essential facts, financial statements, the integrated report, and presentations, among others. The Company's Investor Relations department is available to provide further information about these matters, and in addition, each stakeholder can contact their respective stakeholder manager.

The following outlines the other specific communication channels available for the different stakeholder groups.

#### Communication Channels

Stakeholder	Stakeholder Manager	Activities that affect the stakeholders	Communication Channels
<b>Shareholders and Investor</b>	Investor Relations	Contribute to the profitability of their investments	E-mails, phone calls, meetings, quarterly earnings calls, and shareholders' meetings.
<b>Industry and business associations</b>	External Affairs	Promote collaboration in order to propose improvements in regulatory matters and share best practices in sustainability and governance.	Active participation through representatives on boards, committees, and/or working groups.

Stakeholder	Stakeholder Manager	Activities that affect the stakeholders	Communication Channels
<b>Regulatory and industry authorities</b>	External Affairs	Contribute to the policy design process, participate in public-private partnerships, and participate in managing contingencies that affect the country.	Meetings requested through the lobbying law platform, meetings and working groups formed by the authorities and business associations.
<b>Banks and creditors</b>	Financial Planning	Contribute to the profitability of their loans	Contact with the Financial Planning department, including e-mails, phone calls, and meetings.
<b>Customers</b>	Customers & Marketing	Provide products and a shopping experience that meet customer needs	NPS (shopping experience) surveys, 600 phone line, social media networks, complaints and suggestion books in stores, apps, marketing campaigns carried out through mass media.
<b>Community</b>	Sustainability	Stores that operate by being a good neighbor, with close relations and contributing to the development of the community.	Contact with the Community Relations department. In addition, its social media platforms are available as a communication channel.
<b>Employees and unions</b>	Labor Relations	Job opportunities that offer professional development and well-being, as well as good relationships with employees and the organizations that represent them.	Ongoing meetings with unions; the social worker assistance network; communication campaigns through e-mails and company news bulletins; internal surveys; performance evaluation; and online training platform.
<b>Media</b>	External Communications	Provide transparent information in order to meet the community's information needs and share Company initiatives with the public.	Contact with the External Communications department, including e-mails, phone calls, in person or online meetings. Press releases and social media.

Stakeholder	Stakeholder Manager	Activities that affect the stakeholders	Communication Channels
<b>Suppliers</b>	Commercial/ Procurement	Purchase of products and services, through transparent and objective processes, facilitating in-store product availability for customers, as well as business continuity.	Contact with the supplier service area, relations with internal customers, working meetings, supplier ombudsman.

## Ongoing Improvement

The information requirements of SMU's different stakeholders change over time, and the Company strives to meet these needs by implementing procedures that allow for ongoing improvement in the quality and content of its reporting. In order to prepare its integrated report, the Company carries out a materiality process on an annual basis, including obtaining information directly from primary sources, such as employees, customers, neighbors, suppliers, and authorities, among others, in order to understand their concerns and the information that most interests them about SMU. The purpose of this process is to ensure that the matters stakeholders care about are covered in the integrated report.

In 2024, a double materiality process was carried out, which included a thorough assessment of both primary and secondary sources of information, with the participation of stakeholders, following the guidelines of the Global Reporting Initiative (GRI). This process was supported by an external consultant. For further information, please see Section 13.2 Material Topics.

In addition to the materiality process, the Company incorporates information required by different questionnaires and evaluations that it has completed over the course of the year, complementing its disclosures to the market, both through its annual integrated report and other documents it makes available through its website.

### 3.2.2

## PARTICIPATION IN PROFESSIONAL ASSOCIATIONS AND BUSINESS INSTITUTIONS

SMU participates in different professional associations and business institutions through board and/or committee memberships, working groups, discussion groups, and others, in order to remain current on different issues and changes affecting the industry, the business environment, and the community in general, as well as to contribute to improving legislation and regulations, share best practices, and learn about programs implemented in other industries. The subject matter covered is wide ranging, including, to name a few, sustainability, ethics and governance, people management, consumers, environment, responsible supply, and public health, among others. In addition, the Company monitors new legislation that could potentially impact the supermarket industry.

### Participation in Trade Associations and Business Institutions During 2024

Organization	Type	Description	Participation
<b>Supermarkets Association of Chile (ASACH)</b>	Professional Association	Professional association made up of the main supermarkets in the country	Board of Directors; Legal, Labor, Sustainability, and Health and Safety Committees
<b>Santiago Chamber of Commerce</b>	Professional Association	Professional association made up of businesses from multiple industries	Board of Directors; Sustainability, Corporate Affairs, Compliance, and People Committees
<b>SOFOFA</b>	Professional Association	Professional federation made up of companies and professional and regional associations, linked to the Chilean industrial sector	Board of Directors; CX Customers, People, and SME Development working groups; Labor Inclusion Commission; and REIN (Network of Inclusive Companies)
<b>National Chamber of Commerce, Services, and Tourism (CNC)</b>	Professional Association	Professional federation made up of Chilean commerce, services and tourism businesses	Seminars and presentations about topics of interest, such as labor, consumers, and security

Organization	Type	Description	Participation
<b>Chamber of Punta Arenas Free Trade Zone</b>	Professional Association	Professional association made up of businesses that operate in the Punta Arenas free trade zone	Membership
<b>ICARE</b>	Business Organization	Organization to connect the business community	Directors' Circles, Meetings, and Talks
<b>The Consumer Goods Forum (CGF)</b>	Business Organization	International organization that brings consumer goods retailers and manufactures together to secure consumer trust	Membership
<b>Santiago Climate Exchange (SXC)</b>	Climate Exchange	The first private climate exchange in the Southern Hemisphere, its objective is the creation and development of a large greenhouse gas emissions reduction industry in Chile and the region	Board of Directors
<b>Global Compact</b>	Business Organization	United Nations initiative whose objective is for companies to align strategies and operations with universal principles on human rights, labor, environment, and anti-corruption.	Member company
<b>ACCIÓN Empresas</b>	Business Organization	Not-for-profit organization that promotes cultural change towards a society with greater sustainable human development, in which companies strive to be agents of economic, ethical, social, and environmental progress	Committees (Ethics and Governance, Responsible Sourcing, People and Work). Additionally, participation in the Clean Production Agreement for Transition to a Circular Economy.

Organization	Type	Description	Participation
<b>Generación Empresarial</b>	Business Organization	Not-for-profit organization that seeks to promote and strengthen ethics in the workplace, placing humans in the center of the decisions and actions of each organization	Ethics and Governance Committee
<b>Lima Chamber of Commerce</b>	Professional Association	Business association made up of over 15,000 members belonging to diverse sectors of Peru	Membership
<b>Chilean Peruvian Chamber of Commerce</b>	Professional Association	Not-for-profit organization that as worked to promote economic and cultural integration between Chile and Peru since 1980.	Membership
<b>Network of Intercultural Companies (REI)</b>	Business Organization	Organization that brings together companies to generate meeting spaces, reflection, and influence around interculturality and the inclusion of migrants in the workplace.	Membership
<b>Red Activa</b>	Business Organization	Community of companies committed to gender equity, diversity, and inclusive workplace policies.	Membership

During 2024, the Company paid a total of CLP 167.4 million in membership fees for these organizations. The activities carried out using these funds include working groups, training, seminars, and publications, among others. The funds are not used towards political donations or contributions.

## Policy Influence

Category	Currency	2024	2023	2022	2021
Lobbying, interest representation or similar	CLP	0	0	0	0
Local, regional or national political campaigns / organizations / candidates	CLP	0	0	0	0
Trade associations or tax-exempt groups (e.g., think tanks)	CLP	167,447,112	176,240,568	139,067,089	125,872,121
Other (e.g., spending related to ballot measures or referendums)	CLP	0	0	0	0
<b>Total contributions and other spending</b>	<b>CLP</b>	<b>167,447,112</b>	<b>176,240,568</b>	<b>139,067,089</b>	<b>125,872,121</b>
<b>Data coverage</b>	<b>% of Revenue</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

The following describes the three largest contributions to trade associations from the preceding table. It would be impossible to isolate amounts further or attribute them to a particular interest or cause because SMU participates with the purpose of contributing its vision and knowledge on all matters relevant to the food retail industry and the country.

Largest Contributions

Name of the organization	Description	Total paid in 2024 (CLP)
<b>Supermarkets Association of Chile (ASACH)</b>	<p>This professional association, comprised of the country's major supermarkets, supports industry development and provides technical collaboration that supports sustainable development and quality of life in Chile.</p> <p>Main issues addressed in 2024:</p> <ul style="list-style-type: none"><li>• Customers: The SERNAC <i>Te Protege</i> Bill, which would grant Chile's national consumer advocacy agency additional authority, and other consumer-related issues</li><li>• Security: The Private Security Bill, best practices in crime prevention and effective criminal prosecution. ASACH worked with national and regional governments on the matter.</li><li>• Labor: Regulations with industry impact—e.g., the laws on the 40-hour workweek and work-life balance, Karin Law and Labor Inclusion Law</li><li>• Food safety and quality assurance: Regulatory matters and health authority alerts, including Alcohol Labeling Law</li><li>• Personal data protection and processing</li></ul>	63,751,694

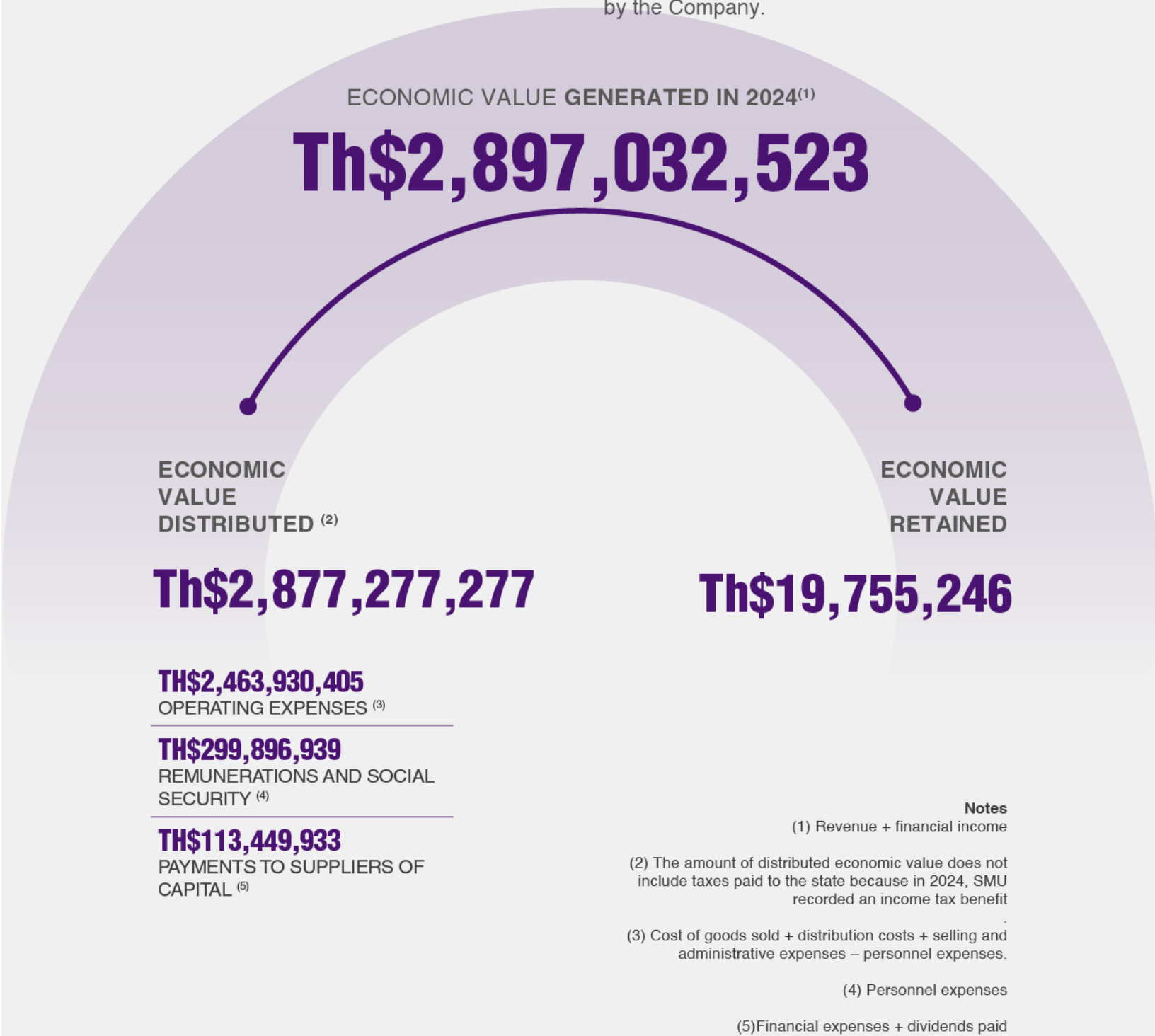


Name of the organization	Description	Total paid in 2024 (CLP)
<b>SOFOFA</b>	<p>This industry association—comprised of companies, business associations and other associations with ties to the Chilean industrial sector—influences public policy on matters related to a more inclusive Chile, sustainable business opportunities and regional development supporting decentralization and a more diversified economy.</p> <p>Main issues addressed in 2024:</p> <ul style="list-style-type: none"> <li>• Customers: The SERNAC <i>Te Protege</i> Bill, CX measurement tool to enhance customer experience and awareness of the work done by the companies</li> </ul>	48,661,252
<b>Red Activa</b>	<p>Community of companies committed to gender equity, diversity, and inclusive policies in the workplace.</p> <p>Key topics addressed in 2024:</p> <ul style="list-style-type: none"> <li>• Gender Equity</li> <li>• Diversity and Inclusion</li> <li>• Gender Stereotypes in the Workplace</li> <li>• Best Business Practices</li> </ul> <p>These topics are addressed through discussions, indicator measurement, and the sharing of experiences among participating companies.</p>	11,884,624

### 3.3 VALUE CREATION

In 2024, the economic value generated by SMU amounted to **Th\$2,897,032,523**, an increase of **Th\$25,825,012** with respect to 2023.

Of this total economic value generated, SMU distributed **Th\$2,877,277,277** among its stakeholders. The difference between the value generated and the value distributed amounted to **Th\$19,755,246**, which is the value retained by the Company.





# GOVERNANCE

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Through its corporate governance structure, SMU strives to facilitate **effective and sustainable management**, by assigning roles and responsibilities and developing practices and policies in order to evaluate and guide the actions of the entire organization on an ongoing basis, so the Company can achieve its strategic goals. As part of its corporate governance practices, SMU has strengthened the risk management role within the Company, in order to identify potential impacts for the business, in order to safeguard the sustainability of its operations over time and, consequently, safeguard the creation of value for its shareholders and other stakeholders.

TOPICS	PROGRESS IN 2024	SDG
Best practices in corporate governance	Implementation of risk management software, strengthening processes and monitoring.  Update of the Sustainability Policy, incorporating policy statements on lobbying and trade associations, health and nutrition in food, and sustainable packaging.	<div>  Contributes to goals: 16.4 16.5 16.10</div>

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## 4.1 CORPORATE GOVERNANCE STRUCTURE

SMU has built a corporate governance structure that strives to promote effective, ethical and sustainable management by assigning roles and responsibilities and developing practices and policies that enable the Company to continually evaluate and guide the actions of the entire organization so it can achieve its strategic goals.

A nine-member Board of Directors leads SMU's corporate governance and is responsible for developing the Company's general strategy. The Board reviews and approves the strategic and investment plans Management proposes. It also monitors the progress and results of those plans and the performance of the different business units. Monthly, it reviews and follows up on the Management Report. As part of its oversight and decision-making responsibilities, the Board reviews the economic, social, environmental, and human rights impacts of the Company's various initiatives.

To better manage critical issues and ensure its corporate governance functions properly, directors serve on specialized committees that oversee audit and risk, human resources, sustainability, investments, compliance and strategy issues. These committees are in addition to the Directors' Committee required under the Law on Corporations (No. 18,046). Committee appointments take into consideration each director's skills and experience.

The Chief Executive Officer, who reports directly to the Board of Directors and to whom 12 corporate managers report, leads SMU management as shown on the organizational chart on page 58. Additionally, the Company has three areas that report directly to the Board of Directors, operating independently from Management. These are Comptroller, Compliance Officer, and Free Competition Compliance Officer.<sup>1</sup>

The SMU Code of Ethics and Business Conduct establishes the principles and guidelines that must guide the actions of the Board of Directors, Management, employees and third parties that work with the Company, including contractors, advisors and other suppliers.

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<sup>1</sup> In accordance with CMF GS No. 30, SMU's organizational structure includes a sustainability division, which reports to the Chief People and Sustainability Officer; the external communications division, which reports to the Chief Legal and External Affairs Officer; the internal audit division, which reports to the Comptroller; and the internal control and investor relations divisions, both of which report to the Chief Financial Officer.

# CORPORATE GOVERNANCE STRUCTURE

## BOARD OF DIRECTORS



JUAN DAVID QUIJANO  
COMPTROLLER



PAULA VÁSQUEZ  
COMPLIANCE OFFICER



PASCALE FOULLIOUX  
FREE COMPETITION  
COMPLIANCE OFFICER



MARCELO GÁLVEZ  
CHIEF EXECUTIVE OFFICER



ARTURO SILVA  
CHIEF FINANCIAL OFFICER



LUISA ASTORINO  
CHIEF MARKETING AND  
CUSTOMERS OFFICER



CAROLINA SELUME  
CHIEF REAL  
ESTATE DEVELOPMENT  
OFFICER



JAVIER FERNÁNDEZ  
CHIEF E-COMMERCE  
OFFICER



GUSTAVO PERSSON  
CHIEF STRATEGY AND  
DEVELOPMENT OFFICER



CLAUDIA GONZÁLEZ  
CHIEF LEGAL AND EXTERNAL  
AFFAIRS OFFICER



GASTÓN GACITÚA  
CHIEF PRIVATE LABEL  
AND NEW BUSINESS OFFICER



JORGE SAÉZ  
CHIEF SALES AND  
OPERATING OFFICER



PAULA CORONEL  
CHIEF PEOPLE AND  
SUSTAINABILITY OFFICER



FERNANDO FAELLA  
CHIEF IT AND  
DIGITAL OFFICER



PATRICIO LLOSA  
CEO SMU PERU



INGUER PÉREZ-BORROTO  
CEO UNICARD

Consistent with its Code of Ethics and Business Conduct, its corporate values of Closeness, Excellence, Respect, Collaboration and Agility (the “CERCA Seal”), and its Corporate Sustainability Model, SMU seeks to achieve its vision of being the supermarket network that best meets customer needs and to generate shared value for all its stakeholders sustainably.

SMU has adhered to and adopted various corporate governance best practices from the following organizations: (i) In August 2021, it joined [Acción Empresas’ Transparent Business Program](#), committing to making progress on integrity and purpose, strengthening the role of corporate governance, and enhancing transparency and reporting, actively working on the execution, monitoring, and follow-up of the program’s objectives. (ii) In September 2021, the Company signed its [Letter of Commitment](#) to support and implement The Ten Principles of the United Nations Global Compact on human rights, labor rights, the environment, and anti-corruption, actively monitoring compliance progress in these areas. And (iii) In October 2022, as part of its participation in Acción Empresas, SMU committed to and has been actively working over the years on managing [five key sustainability criteria](#) identified by the World Business Council for Sustainable Development, namely carbon neutrality, biodiversity, human rights and due diligence, inclusion and diversity, and transparency and reporting.

SMU’s corporate governance structure strives to promote effective and sustainable management by assigning roles and responsibilities and developing practices and policies that enable the Company to continually evaluate and guide the actions of the entire organization so it can achieve its strategic goals. As part of its corporate governance practices, SMU has strengthened its risk management role within the Company to identify potential business impacts, safeguard the sustainability of its operations over time, and, consequently, create value for its shareholders and other stakeholders.

Beginning in 2022, the Board of Directors implemented an annual collective performance evaluation process, conducted through interviews and surveys led by an independent third party. The results of this process drive continuous improvements that enhance Board operations and performance and serve as a guide for prioritizing topics within the existing annual training plan to strengthen and/or update directors’ knowledge.

With respect to shareholders’ meetings, the Board of Directors possesses the tools to implement mechanisms that allow shareholders to participate and exercise their voting rights remotely, should it be necessary, considering the circumstances and needs at each point in time. The general public can access shareholder resolutions through essential facts that are sent to the Financial Markets Commission (“CMF”) and published on the Company’s website on the same day after the meeting is held. In 2023 and 2024, as conditions allowed, the Annual General Shareholders’ Meeting was held 100% in person.

# BOARD OF DIRECTORS



**PILAR DAÑOBEITÍA E.**  
CHAIRWOMAN OF THE BOARD  
TAX ID: 8.668.195-1



**M. FRANCISCA SAIEH G.**  
VICE-CHAIRWOMAN OF THE BOARD  
TAX ID: 13.829.073-5



**ALEJANDRO ÁLVAREZ A.**  
DIRECTOR  
TAX ID: 6.385.995-8



**ABEL BOUCHON S.**  
DIRECTOR  
TAX ID: 9.004.895-3



**ALEJANDRO DANUS CH.**  
DIRECTOR  
TAX ID: 9.250.701-7



**FERNANDO DEL SOLAR C.**  
DIRECTOR  
TAX ID: 6.060.616-1



**ENRIQUE GUNDERMANN W.**  
DIRECTOR  
TAX ID: 9.900.567-K



**ANDRÉS OLIVOS B.**  
DIRECTORA  
TAX ID: 7.013.115-3



**RAÚL SOTOMAYOR V.**  
DIRECTOR  
TAX ID: 7.601.869-9



## 4.2 BOARD OF DIRECTORS

The nine members of SMU S.A.'s Board of Directors were individually elected to a three-year term at the annual shareholders' meeting on April 20, 2021. As of December 31, 2024, the average tenure of SMU's Board members was 8.6 years.

### **PILAR DAÑOBEITÍA ESTADES**

*Chairwoman of the Board*

Ms. Dañobeitía holds a degree in Accounting from the Universidad de Chile and a master's in business administration (MBA) from the University of Chicago. She has been a member of SMU's board of directors since February 22, 2008, and is currently its Chairwoman. Before joining SMU, she held several executive positions in different companies. Additionally, she is a member of the board of Inversiones HH S.A. and Hotel Corporation of Chile S.A. - HCC (Hotel Mandarin), as well as Fundación CorpArtes. She has also been a member of the Women Corporate Directors Foundation since its inception. Furthermore, she is a councilwoman of SOFOFA for the 2020-2024 period and was a member of its Executive Committee from 2020 to 2022.

*SMU ownership: 0.23%. No changes in 2024.*

### **M. FRANCISCA SAIEH GUZMÁN**

*Vice Chairwoman of the Board*

Ms. Saieh holds a degree in Design from Universidad Católica de Chile, a Master of Arts in Exhibition Design from The State University of New York (SUNY), and a degree from the Senior Management Program of the Universidad de Los Andes's ESE Business School. She was a member of SMU's board of directors between May 2011 and December 2013 and was named to the Board again on May 2, 2020, as Vice Chairwoman. She has been a member of the board of directors of Copesa, a media holding company, since 2019. In 2011 she founded the design firm Corp Imagen y Diseño S.A. (Corplimagen), where she held the position of Executive Director until December 2019. Ms. Saieh has ample experience leading image, corporate branding, private label, and marketing strategies, as well as developing customer-centric retail sales locations.

*Ms. Saieh does not hold shares in SMU directly. However, she and her family control 45.2% of SMU S.A.'s shares. This percentage decreased 0,557% during 2024.*

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### **ALEJANDRO ÁLVAREZ ARAVENA**

*Director*

Mr. Álvarez holds a degree in Law from Universidad de Chile and has been a member of SMU's board of directors since April 2013. He has broad experience in commercial and financial law matters. He also holds an LLM from the University of Würzburg and a PhD from the University of Gottingen, Germany. He previously served as chairman of the Chilean-German Chamber of Industry and Commerce and is currently an arbitrator for the Arbitration and Mediation Center of the Santiago Chamber of Commerce (CCS). He is currently a member of the board of Universidad Andrés Bello, among others.

*SMU ownership: 0.04%. No changes in 2024.*

### **ABEL BOUCHON SILVA**

*Director*

Mr. Bouchon holds a Business Administration degree from Universidad de Chile and an MBA from The Wharton School, University of Pennsylvania. He has been a member of SMU's board of directors since April 30, 2014. Previously he served as CEO at Embotelladora Andina and Lan Airlines' international business. He has also worked as a consultant with Booz Allen & Hamilton and was a professor at Universidad de Chile. Currently, he serves as a member of five different boards of directors, including Cristalerías Chile and Cintac, which are publicly traded companies.

*SMU ownership: 0.02%. No changes in 2024.*

### **ALEJANDRO DANÚS CHIRIGHIN**

*Director*

Mr. Danús holds a degree in Business Administration from the Universidad de Chile and an MBA from the University of Chicago, Chicago, Illinois, USA. He has been a member of SMU's Board of Directors since April 25, 2024. Additionally, he serves as an independent director at Moller & Perez-Cotapos, appointed by the AFPs. He has extensive experience in various industries. From 2015 to 2018, he was the Corporate CEO of Empresas Banmédica, overseeing operations in Chile, Peru, and Colombia. He also served as CEO of Sociedad Punta de Lobos from 2001 to 2009 and of Cemento Melón from 2000 to 2001. Prior to that, he was CEO of Companhia Elétrica de Rio de Janeiro (CERJ), a subsidiary of the Enersis Group responsible for electricity distribution and generation in the state of Rio de Janeiro, Brazil, from 1996 to 2000. Between 2009 and 2015, he was an entrepreneur, holding equity stakes in the Avis Rent a Car franchise for Chile and in Inmobiliaria Idea.

*In May 2024, Mr. Danús sold 6,388,741 SMU shares (0.1%) held through two entities, leaving him with no ownership stake in the company.*

**FERNANDO DEL SOLAR CONCHA***Director*

Mr. Del Solar has been a member of SMU's board of directors since December 16, 2013. He holds a degree in Business Administration from Universidad de Chile with graduate studies in Switzerland. He had a successful career of 38 years at Nestle, in several South American countries, where he served as chief executive officer and executive chairman of the country for Chile, Argentina, Uruguay, Paraguay, Peru, and Bolivia.

*SMU ownership: 0.01%. No changes in 2024.*

**ENRIQUE GUNDERMANN WYLIE***Director*

Mr. Gundermann holds a degree in Industrial Civil Engineering and an MBA from the Pontificia Universidad Católica de Chile. He also completed a course in digital transformation at Stanford University. He has ample experience in Latin America, having served as both a director and CEO in various companies. He has been a member of SMU's Board of Directors since April 25, 2024, and currently serves on the boards of Entel and Implementos, part of Grupo Epysa. Additionally, in Panama, he is a board member of Grupo Cochez, both in its retail subsidiary and its financial division. Between 2020 and 2022, he chaired the board of IKEA (Ikso) under Grupo Falabella for Chile, Peru, and Colombia. From 2018 to 2020, he was a director of the Global Home Improvement Network (Edra/Ghin) in Belgium. Previously, he served as Corporate CEO of Sodimac for Latin America within Grupo Falabella from 2012 to 2020.

*SMU ownership: 0%. No changes in the last year.*

**ANDRÉS OLIVOS BAMBACH***Director*

Mr. Olivos holds a degree in Business Administration from Universidad de Chile (1984). He also studied at the graduate level at Stanford University (2010) and holds a master's degree in Applied Philosophy from Universidad de Los Andes (2014-2015). He has served on SMU's Board of Directors since April 9, 2015. He served as CFO at Embotelladora Andina S.A. for 10 years and subsequently, as CEO at Parque Arauco S.A., between 2003 and 2011. He has served actively as a member of the boards of directors of several companies in Chile, Argentina, Brazil, Colombia, and Peru. He is currently a partner and chairman of the board at Inmobiliaria BDP SpA; is vice chairman of the board of Saval Farma Corp S.A.; chairman of the board of Unicard S.A., serves on the board of Inversiones HH S.A.; and is a member of Consejo Inmobiliario de Independencia AGF, among others.

*SMU ownership: 0%. No changes in 2024.*

**RAÚL SOTOMAYOR VALENZUELA***Director*

Mr. Sotomayor holds a degree in Economics and Business Administration from Pontificia Universidad Católica de Chile and an MBA from the University of California, Los Angeles and has been a member of SMU's board of directors since December 16, 2013. He is a founding partner of

## INTEGRATED REPORT 2024

Southern Cross Group and serves as a member of the boards of directors of different companies and non-profit organizations.

*SMU ownership: 0.1%. No changes in 2024.*

Additionally, the following individuals were part of SMU's Board of Directors during 2024 and 2023:

- Mr. Rodrigo Pérez Mackenna (RUT 6.525.287-2, profession: civil engineer) served as an independent director from April 26, 2018, to April 25, 2024.
- Ms. Tina Rosenfeld Kreisselmeyer (RUT 14.644.931-K, profession: business administration) served as an independent director from April 26, 2018, to April 25, 2024.

### 4.2.1

#### BOARD OF MEMBERS OF SMU S.A.

SMU's Board members' diversity of experience, knowledge and skills enhances the Company's ability to manage the different areas that affect business and performance.

##### Director Skills and Experience

	Financial	Retail and consumer goods industry	Risk Management	Business Administration	Legal	Digital & Technology
Name						
Pilar Dañobeitia	X	X	X	X		
Francisca Saieh		X		X		
Alejandro Álvarez	X	X	X	X	X	
Abel Bouchon	X	X	X	X		
Alejandro Danús	X		X	X		X
Fernando Del Solar	X	X	X	X		
Enrique Gundermann	X	X	X	X		X
Andrés Olivos	X	X	X	X		
Raúl Sotomayor	X	X	X	X		

The directors Alejandro Danús and Enrique Gundermann are independent according to the provisions of Law No. 18.046 about Corporations.

Further information about the relationship between each Board member and the SMU Group is provided below.

### Additional Information about Board Members

	Pilar Dañobeitía	Francisca Saieh	Alejandro Álvarez	Abel Bouchon	Alejandro Danús	Fernando Del Solar	Enrique Gundermann	Andrés Olivos	Raúl Sotomayor
<b>As of 12.31.2024</b>									
1. Has the director been employed by SMU or its subsidiaries in an executive capacity within the last year?	NO	NO	NO	NO	NO	NO	NO	NO	NO
2. Has the director or a family member of the director's accepted any payments <sup>2</sup> from SMU or any parent or subsidiary of SMU's in excess of \$60,000 during the current fiscal year, other than those permitted by SEC Rule 4200 Definitions, including i) payments arising solely from investments in the company's securities; ii) payments under non-discretionary charitable contribution matching programs; or iii) compensation for board and/or committee service?	NO	YES	NO	NO	NO	NO	NO	NO	NO
3. Is the director a family member of an individual who is employed by the company or by any parent or subsidiary of the company as an executive officer?	NO	YES	NO	NO	NO	NO	NO	NO	NO
4. Is the director an adviser or consultant to SMU or a member of SMU's senior management, or is he or she affiliated with a company	NO	NO	NO	NO	NO	NO	NO	NO	NO

<sup>2</sup> Excludes payments arising solely from (i) investments in the company's securities; ii) payments under non-discretionary charitable contribution matching programs; and (iii) remunerations received for performance of duties as a Board member of SMU S.A.

	Pilar Dañobeitia	Francisca Saieh	Alejandro Álvarez	Abel Bouchon	Alejandro Danús	Fernando Del Solar	Enrique Gundermann	Andrés Olivos	Raúl Sotomayor
that is an advisor or consultant to SMU or a member of SMU's senior management?									
5. Is the director affiliated with a significant customer or supplier of SMU's?	NO	NO	NO	NO	NO	NO	NO	NO	NO
6. Does the director have personal services contract(s) with SMU or a member of SMU's senior management?	NO	NO	NO	NO	NO	NO	NO	NO	NO
7. Is the director affiliated with a not-for-profit entity that receives significant contributions from SMU?	NO	YES	NO	NO	NO	NO	NO	NO	NO
8. Has the director been a partner or employee of SMU's outside auditor during the past year?	NO	NO	NO	NO	NO	NO	NO	NO	NO
9. Does the director have any other conflict of interest that the Board itself determines to mean they cannot be considered independent?	NO	NO	NO	NO	NO	NO	NO	NO	NO
10. Number of external directorships in publicly listed companies.	0	0	1	2	0	0	1	0	0

## Number of Directors

As of 12.31.2024	Women	Men	Total
Gender	2	7	9
Nationality			
Chilean	2	7	9
Age Range			
Under 30 years	0	0	0
30 to 40 years	0	0	0
41 to 50 years	1	0	1
51 to 60 years	1	3	4
61 to 70 years	0	3	3
Over 70 years	0	1	1
Tenure			
Under 3 years	0	2	2
3 to 6 years	1	0	1
Over 6 and under 9 years	0	0	0
9 to 12 years	0	5	5
Over 12 years	1	0	1
Has a disability	0	0	0

### 4.2.1.1

#### BOARD MEMBERS AND REMUNERATIONS

The SMU S.A. board member monthly remuneration structure is as follows: UF 165 per director, UF 275 for the Vice Chairperson and UF 440 for the Chairperson. These are fixed monthly fees paid regardless of the number of board sessions held.

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Directors' Committee members receive an additional UF 110 monthly, regardless of the number of Directors' Committee sessions held. The Directors' Committee Chairperson receives UF 150.

Directors on the SMU board committees—Investment, Human Resources and Sustainability<sup>3</sup>, Audit and Risk; Strategy; and Compliance—receive UF 55 per month, while chairpersons receive UF 75. These fees are paid only for the months in which the respective committee meets at least once. Thus, if a committee does not meet in a given month, the monthly remuneration does not apply.

Board remuneration is based on role. Consequently, there is no salary gap between SMU's female and male directors with the same roles.

### Board Remunerations 2024 and 2023

Name	Position	2024 (CLP million)	2023 (CLP million)
Pilar Dañobeitia Estados	Chairwoman	318,491	263,122
Francisca Saieh Guzmán	Vice Chairwoman	181,507	136,177
Alejandro Álvarez Aravena	Director	140,395	115,145
Abel Bouchon Silva	Director	104,868	93,314
Alejandro Danús Chirighin	Director	123,494	-
Fernando Del Solar Concha	Director	95,950	89,327
Enrique Gundermann Wylie	Director	99,616	-
Andrés Olivos Bambach	Director	131,988	120,773
Rodrigo Pérez Mackenna	Director	47,112	146,079
Tina Rosenfeld Kreisselmeyer	Director	51,458	157,475
Raúl Sotomayor Valenzuela	Director	Declined remuneration	Declined remuneration

<sup>3</sup> On March 25, 2024, the Board of Directors agreed to combine the Human Resources Committee and the Sustainability into a single committee, the Human Resources and Sustainability Committee, beginning in April of that year.



#### **4.2.2**

#### **BOARD OPERATIONS**

Per Company bylaws, the SMU Board of Directors holds ordinary sessions at least monthly. The Chairwoman may convene extraordinary sessions of her own accord or upon request by one or more directors, provided she validates the need. If an absolute majority of directors request an extraordinary session, it must be held and does not require prior validation.

At the end of each year, the Board of Directors sets the corporate calendar for the following year, scheduling the date and duration of ordinary sessions, which average five hours. At the beginning of each year, the Board schedules meeting notifications for all the directors, determines what background information the directors may need for each session and agrees on the various business, regulatory or other matters to be addressed at each session. The meeting notifications indicate the format of the board session, which may be online, in-person or hybrid (simultaneously in-person and online). The corporate calendar also includes all ordinary sessions of the SMU board committees. At the beginning of each year, the board committees also agree on the matters to be discussed at each committee session.

The Chief Executive Officer, Chief Financial Officer, Chief Legal and External Affairs Officer, and Head of Legal Affairs attend all board sessions but are excused when the Board needs to discuss matters like compensation and incentives without their presence.

The SMU Board of Directors meets three times a year with the external audit firm to discuss matters like (i) the external audit program, (ii) any differences detected in the course of the audit between accounting practices, administrative systems and internal auditing, (iii) any irregular situations that, due to their nature, must be reported to the relevant regulatory agencies, (iv) the results of the annual audit program, (v) any potential conflicts of interest for the audit firm or its personnel as a result of providing other services to SMU or other group companies or due to other situations, and (vi) trends in technological risk. The external auditors have ready access to the Board and meet with them whenever necessary.

The Board of Directors meets annually with the Comptroller to familiarize itself with the Annual Internal Audit plan and twice a year with the Compliance Officer and the Free Competition Compliance Officer to assess the status of the compliance programs.

SMU has the following board committees: (i) **Directors' Committee**, (ii) **Audit and Risk Committee**, (iii) **Compliance Committee**, (iv) **Human Resources and Sustainability Committee**, (v) **Investment Committee**, and (vi) **Strategy Committee**. Additional information is available in section 4.2.3 below.

To ensure its ability to function properly, the Board has an information system that provides secure, remote access at any time or from any place. System information includes (i) the agenda for each session; (ii) the documents to be presented at the session, or additional background documents. These are uploaded at least three days in advance of the respective session; (iii) the monthly report on business unit performance and results; (iv) the official minutes from each session, which are available for consultation prior to the next session; and (v) all the minutes and documents shown at each board session over the last three years.

Board members can also securely and remotely access information from the Company's Whistleblower Channel at any time through their personal system access profile. For more information on the SMU Whistleblower Channel, see 5.1.2 Whistleblower Channel.

The Board of Directors has contingency plans to ensure its ability to function in crises. These involve systems that provide expedited, remote and online access so that directors can hold board sessions and communicate with management. The Company also has contingency plans for operational continuity, and the Audit and Risk Committee receives status reports on these plans.

#### **4.2.2.1**

##### **ANNUAL BOARD AGENDA**

The Board's annual plan involves reviewing different matters to monitor SMU's corporate interests adequately. These include corporate strategy, business results; financial position; risk management; environmental; social and governance aspects; regulatory compliance; changes to the regulatory framework, and the internal control environment, among others. To that same end, the Board meets with executives from different areas of the Company and external advisors as appropriate. It also hears periodic reports on matters reviewed and approved by the various SMU committees.

At least once a year, the Board visits SMU facilities to learn about their conditions and operations, the main duties and concerns of those working there, and the facility leaders' recommendations for improving operations.

##### **Business Management and Strategy**

SMU's Board of Directors constantly monitors business unit performance through monthly reports and presentations by the responsible executives at board and board committee sessions. It also reviews, approves and monitors the progress and results of management's strategic and investment plans.

##### **Risk Management**

The SMU Audit and Risk Committee monitors the risk management process and the status of internal controls. For more information, see 4.2.3.2 Audit and Risk Committee.

The same committee receives timely risk management reports from the SMU Management Risk Committee, chaired by the Chief Executive Officer, which holds ordinary sessions at least quarterly and extraordinary sessions whenever necessary. SMU's Comptroller is a permanent participant of the Management Risk Committee, reporting directly to the Audit and Risk Committee on the effectiveness of risk management.

The Internal Control Division's Risk Management Area submits a monthly status report on the main risks facing the Company, the results of the monitoring indicators and the corresponding explanations to the Board of Directors.

### **Internal Audit**

The Audit and Risk Committee meets with the Comptroller monthly to review controls and mitigation actions through internal audit plans. It promptly reports to the Board on all these matters and about each committee session, submitting certain topics related to the Comptroller's duties (e.g., the annual audit plan and its status) for board approval. The Audit and Risk Committee is also responsible for ensuring the Comptroller's independence from management.

### **External Audit**

The Board of Directors meets with the external auditors three times a year to analyze: the external audit program and its results; any differences detected in the course of the audit between accounting practices, administrative systems and internal auditing; any weaknesses or irregular situations that, due to their nature, must be reported to the relevant regulatory agencies; and any potential conflicts of interest for the audit firm or its personnel as a result of providing other services to SMU or other group companies or due to other situations. The external auditors have ready access to the Board and meet with them whenever necessary.

### **Compliance Programs**

The Audit and Risk Committee meets quarterly with the Compliance Officer, who oversees compliance programs—free competition, crime prevention, customer protection standards and personal data protection—to review Whistleblower Channel performance and monitor compliance programs. See section 4.2.3.2 for additional information. The Board of Directors meets with the Compliance Officer at least every six months to approve the annual compliance program and training plans and analyze program progress, including prevention, correction, response, and oversight efforts.

In addition, the Free Competition Compliance Officer meets quarterly with the Compliance Committee (more information in section 4.2.3.5) and at least twice yearly with the Board of Directors to review the free competition compliance program and annual work plan—including prevention, correction, response, and oversight efforts—as well as the corporate training and communications plan, and compliance with the Free Competition Defense Court's Sentence No. 167/2019.

#### **4.2.2.2**

### **ELECCIÓN DE DIRECTORES**

Under SMU's bylaws, the Board of Directors serves a three-year term, at the end of which new elections must be held, though shareholders may re-elect board members indefinitely.

In the single-round election at the Annual General Meeting, shareholders may cast all their votes for a single person or distribute them as they see fit. Seats are filled by the candidates receiving the most votes. However, when the number of nominees is equal to the number of seats (nine), shareholders may agree by unanimous resolution to forgo the vote and proceed to elect directors by acclamation.

According to the SMU Board of Directors, a Board of individuals of different ages, genders and educational and professional backgrounds is in the Company's best interest, as each director contributes unique knowledge and experience. Candidates to the Board of Directors must have sufficient time to perform the responsibilities of the position; the capacity to assess the challenges and opportunities before the Company critically and strategically; and some knowledge and/or experience in financial matters, retail and mass consumption, risk management, business administration, legal and/or technology and digital issues. Furthermore, candidates must be willing to understand and commit to the highest ethical standards. The Company does not have a specific mechanism aimed at assisting shareholders in the search and selection of candidates for the Board of Directors, nor does it have a policy establishing a minimum percentage of candidates of the same gender on the list of nominees. This is because SMU's Board of Directors has had more than 20% female representation for several years.

SMU publishes information about each candidate's experience and educational background as far in advance of the elections as possible. However, the law allows for the nomination of candidates directly at the shareholders' meeting, in which case publishing the information in advance is not feasible.

#### **4.2.2.3**

#### **BOARD MEMBER INDUCTIONS**

Under the SMU Policy on New Director Inductions, newly elected board members participate in an induction process to familiarize themselves with and understand the organization. In addition to receiving a dossier of documents with important information, they meet with the Chairwoman and Vice Chairwoman of the Board, some of the directors who serve on committees, the Chief Executive Officer and members of senior management.

The aforementioned dossier contains the SMU Bylaws, Code of Ethics and Business Conduct, Crime Prevention Manual, Free Competition Manual and other policies and procedures; minutes from shareholders' meetings, Board of Directors and Directors' Committee sessions; applicable laws, like those on corporations, the securities market, criminal liability of legal entities and consumer rights protection; and SMU publications, including annual reports, financial statements and press releases.

New directors meet with board members and executives for first-hand information on SMU's history, vision, purpose and values; its business model and strategic plan; board operations; the Company's stakeholders; the main performance and financial indicators; the internal control and risk management model; and the most relevant legal framework; among other topics.

#### 4.2.2.4

#### CONTINUOUS IMPROVEMENT

To ensure that its members remain up to date on the various topics necessary to properly fulfill their responsibilities, the Board of Directors has a training policy for its members, with subjects defined annually based on identified needs. In addition to in-person sessions, the Company has also developed an online training academy. Training topics covered during 2024 included: best practices in corporate governance; risk management; free competition, relevant rulings, sanctions or pronouncements; the Economic Crimes Law; consumer protection; and progress on inclusion, diversity and sustainability, both nationally and internationally. Additionally, the Board received training on interlocking risks, analyzing current cases of Chilean companies that have been investigated and/or sanctioned in this area.

Since 2022, the Board has implemented an annual evaluation process of its collective performance through interviews and surveys led by an independent third party. This process allows for continuous improvement to strengthen the Board's operations and performance and helps define the priorities for the annual training plan to reinforce and/or update its knowledge. In 2023, the Board once again hired an external advisor, with the following objectives: (i) to support the Board in its self-evaluation process by providing a methodology and external perspective; (ii) to conduct interviews with Management regarding their relationship with the Board; (iii) to assist the Board in interpreting and addressing the conclusions of the evaluation; and (iv) to support the Board in formulating concrete improvement initiatives, enabling it to better address its strategic challenges. SMU's CEO, Mr. Marcelo Gálvez Saldías, was also involved in reviewing the conclusions, clarifications and necessary actions to enhance the performance of the Board and SMU's corporate governance. In 2024, the Board once again hired an external advisor to carry out a new evaluation process, which included interviews with directors and Management, in order to follow up on actions adopted from previous evaluations and to review and address the conclusions and needs identified in this new process.

#### **4.2.2.5**

#### **2024 BOARD OF DIRECTORS REPORT**

In 2024, the SMU Board of Directors held 12 ordinary sessions and 13 extraordinary sessions. The Chief Executive Officer participated in 24 of the 25 Board meetings held that year.

During these sessions, the Board reviewed the matters included in its annual planning, as well as additional topics that arose over the course of the year.

In 2024, the Board conducted an on-site visit on September 30 and October 1, during which they visited the Distribution Center located in Concepción and several stores in the Biobío Region, including Unimarc Tucapel Jiménez, Unimarc Bellavista, Unimarc Chacabuco, Alvi Los Carrera, and Mayorista 10 Colón, among others. The Chief Executive Officer, the Chief Financial Officer, the Chief Operations and Sales Officer, the Chief Legal and External Affairs Officer, the Chief Real Estate Officer, the managers in charge of the Unimarc, Alvi, Mayorista 10 and Super10 formats, and the Logistics Manager participated alongside the Board.

During this visit, the team assessed the condition, performance, and operations of the stores, including their most relevant sales, people and customer indicators. They also reviewed the value proposition of each format, along with concerns and potential improvements related to the facilities and their operations. In addition, they evaluated the status, performance and operations of the Distribution Center, including its main indicators and infrastructure-related matters.

In 2024, the Board held three extraordinary sessions to review updates to the Company's risk matrix, assess existing controls, and monitor the implementation of an automated GRC (Governance, Risk and Compliance) system to support comprehensive risk management. Also in 2024, the Board approved modifications to the Company's Market Disclosure Manual, which now includes the requirement for directors, senior executives, managers and designated insiders to obtain prior authorization before buying or selling Company securities. Directors must request authorization from the Chairwoman of the Board and the Chief Legal and External Affairs Officer, while insiders must request it from the Chief Executive Officer and the Chief Legal and External Affairs Officer.

Additionally, the Board approved an update to the Company's Policy on Ordinary Transactions with Related Parties, in accordance with the provisions of General Rule No. 501 issued by the Chilean Financial Market Commission (CMF).

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In 2024, the Board incurred advisory expenses totaling UF 1,200, corresponding to its annual performance evaluation.

### Board Member Attendance 2024

Name	Ordinary Sessions	Extraordinary Sessions	Total
Pilar Dañobeitia Estados	12/12	13/13	25/25
Francisca Saieh Guzmán	11/12	11/13	22/25
Alejandro Álvarez Aravena	11/12	13/13	24/25
Abel Bouchon Silva	11/12	12/13	23/25
Alejandro Danús Chirighin	9/9	8/8	17/17
Fernando Del Solar Concha	11/12	12/13	22/25
Enrique Gundermann Wylie	9/9	8/8	17/17
Andrés Olivos Bambach	11/12	11/13	23/25
Raúl Sotomayor Valenzuela	10/12	8/13	18/25
Rodrigo Pérez Mackenna	3/3	5/5	8/8
Tina Rosenfeld Kreisselmeyer	3/3	5/5	8/8



### **4.2.3**

#### **BOARD COMMITTEES**

To better manage critical issues, directors serve on specialized committees that oversee audit and risk, human resources, sustainability, investments, compliance and strategy issues. These board committees are in addition to the Directors' Committee required under the Law on Corporations (No. 18,046). Committee appointments take into consideration each director's skills and experience.

All Board committees have the same policy for hiring advisory services. Per the Policy on Hiring Specialized Advisory Services, each committee is authorized to hire specialists in the areas it considers to be in the Company's interest and to its benefit. Though a single director may propose advisory services, and the committee decides whether to hire a service, two or more directors may come together to veto a particular advisor. Hiring decisions must be based strictly on the merits and professional prestige of the advisors, and the fees shall not exceed current market values for similar services. The Board of Directors must approve advisory service expenses.

Under Law No. 18,046, shareholders set the budget for operating expenses for the Directors' Committee and its advisors at the Annual General Meeting. The Directors' Committee may use its budget, which must be at least equal to the sum of annual committee member remunerations, to hire professional advisors to aid in performing its duties.

#### **4.2.3.1**

##### **COMITÉ DE DIRECTORES**

Formed in accordance with the provisions of Article 50 bis of Chilean Law No. 18,046, the SMU S.A. Directors' Committee is responsible for analyzing matters of strategic importance to ensure that the Company's management and investment decisions are in the best interests of all shareholders; proposing the independent audit firm and risk rating agencies to the Board of Directors for subsequent proposal to shareholders at the Annual General Meeting; and periodically reviewing reports presented by independent auditors, the Company's financial statements, related-party transactions, remuneration policies, and compensation plans for senior management and other employees.

The committee holds ordinary and extraordinary sessions and reports on each at the following Board of Directors session. Ordinary committee sessions do not require a special citation as they occur monthly at dates and times scheduled in advance. The Chairperson or the Company's Chief Executive Officer may call an extraordinary session of his/her own

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accord or at the request of one or more committee member(s). These sessions do not require prior validation by the Chairperson or Chief Executive Officer.

The Directors' Committee meets quarterly with the Chief Financial Officer and the Comptroller to review the most important items on the quarterly financial statements and, if appropriate, recommends board approval. The Chief Financial Officer, Accounting Manager, Chief Legal and External Affairs Officer, Head of Investor Relations, Comptroller, Deputy Manager of Audit and Corporate Legal Affairs Director attend these sessions.

The Directors' Committee meets three times a year with the external audit firm responsible for auditing the financial statements. The firm presents the conclusions from the previous year's external audit of SMU S.A. and subsidiaries, the results of its audit of interim financial reporting, and the internal control letter.

The members of the Directors' Committee in office as of December 31, 2024, were appointed at an Extraordinary Session of SMU's Board of Directors held on April 25, 2024. The members serving during 2023 and until April 25, 2024, were appointed at an Ordinary Session of the Board of Directors held on April 26, 2021.

### Directors' Committee: Members and Remunerations 2024 and 2023

Name	Position	2024 (CLP million)	2023 (CLP million)
Alejandro Danús Chirighin *	Chairman	50,897	-
Rodrigo Pérez Mackenna *	Chairman	16,598	57,690
Alejandro Álvarez Aravena	Director	49,500	46,058
Enrique Gundermann Wylie *	Director	37,353	-
Tina Rosenfeld Kreisselmeyer *	Directora	12,148	46,016

\* Independent according to the Law on Corporations (No. 18,046). Directors Rodrigo Pérez Mackenna and Tina Rosenfeld Kreisselmeyer were members of the Directors' Committee throughout 2023 and until they ceased to be directors of SMU on April 25, 2024. Directors Alejandro Danús and Enrique Gundermann joined the Directors' Committee for the first time as of April 25, 2024.

For information on the Directors' Committee activities in 2024, see 4.3 Directors' Committee Annual Report.

#### **4.2.3.2**

#### **AUDIT AND RISK COMMITTEE**

The SMU Audit and Risk Committee, comprised of directors, monitors the risk management process and the status of internal controls. SMU has an Audit and Risk Committee comprised of directors, whose main task is to monitor the risk management process and the status of internal controls. The committee meets regularly with the Internal Audit area and with those responsible for risk management to ensure the proper functioning of the risk management process. It reviews controls and follow-up on action plans committed by management, the updating of risk matrices, as well as the primary sources of risk and methodologies for the timely detection of new risks. This contributes to determining the probability and impact of occurrence of the most relevant risks, while keeping the Board duly and promptly informed of these matters.

The Audit and Risk Committee also reviews and monitors regulatory risk management related to compliance programs for Crime Prevention, Consumer Protection, and Personal Data Protection. Additionally, the committee plays an important role in verifying the integrity of corporate information and financial statements by properly monitoring those processes and promptly reporting to the Directors' Committee and the Board. It also ensures the Comptroller's independence from management.

The Audit and Risk Committee holds ordinary sessions monthly and extraordinary sessions whenever necessary. It reports on all its sessions and submits matters requiring approval to the Board of Directors.

In terms of the Committee's activities in 2024, the following topics were reviewed: (i) Market Information Manual; (ii) Compliance Program Report for Crime Prevention (Law 20,393); (iii) New risk management system; (iv) Introduction of new external auditors (EY); (v) Report on the Whistleblower Channel and 2024 Conflict of Interest Declaration; (vi) Risks related to criminal liability; (vii) Proposal to adapt the 2024 Audit Plan; and (viii) Hiring process and economic evaluation of security and cleaning service providers.

Audit and Risk Committee members as of December 31, 2024, were appointed at the Extraordinary Session of SMU's Board of Directors held on April 25, 2024. Members during 2023 and until April 25, 2024, were appointed at the Ordinary Session of the Board held on April 26, 2021.

### Audit and Risk Committee: Members and Remunerations 2024 and 2023

Name	Position	2024 (CLP million)	2023 (CLP million)
Pilar Dañobeitia Estados	Chairwoman	33,719	28,805
Andrés Olivos Bambach	Director	24,739	23,009
Alejandro Álvarez Aravena	Director	16,619	-
Tina Rosenfeld Kreisselmeyer *	Director	8,117	23,008

\* Independent according to the Law on Corporations (No. 18,046). Tina Rosenfeld Kreisselmeyer served as a director of SMU S.A. until the shareholders' meeting held on April 25, 2024, at which point she ceased to be a member of the Audit and Risk Committee. On the same date, director Alejandro Álvarez was appointed as a member of the Audit and Risk Committee for the first time.

In 2024, the Audit and Risk Committee did not incur any advisory service expenses.

### 4.2.3.3

#### INVESTMENT COMMITTEE

The Investment Committee evaluates, analyzes, and approves the Company's main investment projects. It also reviews significant changes in the amount and/or scope of previously approved investment projects, reviews the annual investment budget, and approves it before submitting it for board approval. The committee subsequently evaluates and analyzes the projects in the annual budget and presents proposals to the Board of Directors. Post-implementation, the committee monitors projects to understand and evaluate their impact.

Committee sessions may be ordinary or extraordinary; ordinary sessions take place monthly. The Committee Chairperson, the Company's Chief Executive Officer or Chief Financial Officer may call an extraordinary session of his/her own accord or at the request of one or more committee member(s). Such sessions do not require prior validation by the Chief Executive Officer or Chief Financial Officer. The investment committee meets to review investment projects observant of the Company's established parameters. The decisions made at each session are taken to that month's Board session for final approval.

In 2024, the committee reviewed and approved store openings, remodeling and conversion, technological projects, logistics network development and automation, e-commerce investments and productivity improvements.

Investment Committee members as of December 31, 2024, were appointed at the Extraordinary Session of SMU's Board of Directors held on April 25, 2024. Members during

2023 and until April 25, 2024, were appointed at the Ordinary Session of the Board held on April 26, 2021.<sup>4</sup>

#### Investment Committee: Members and Remunerations 2024 and 2023

Name	Position	2024 (CLP million)	2023 (CLP million)
Abel Bouchon Silva	Chairman	30,952	24,291
Pilar Dañobeitia Estados	Director	22,709	19,235
Alejandro Danús Chirighin*	Director	16,609	-
Andrés Olivos Bambach	Director	19,230	19,230
Rodrigo Pérez Mackenna *	Director	6,113	19,254
Francisca Saieh Guzmán	Director	16,613	-

\* Independent according to the Law on Corporations (No. 18,046). Rodrigo Perez Mackenna served as a director of SMU S.A. until the shareholders' meeting held on April 25, 2024, at which point he ceased to be a member of the Investment Committee. On the same date, directors Francisca Saieh Guzmán and Alejandro Danús Chirighin were appointed as members of the Investment Committee for the first time.

In 2024, the Investment Committee did not incur any advisory service expenses.

#### 4.2.3.4

#### HUMAN RESOURCES AND SUSTAINABILITY COMMITTEE

In its session held on March 25, 2024, the Board of Directors approved the merger of the Human Resources Committee and the Sustainability Committee into a single committee, now called the Human Resources and Sustainability Committee.

The objectives of the Human Resources and Sustainability Committee include advising Management on matters such as: (i) the analysis of organizational, social or cultural barriers that may be inhibiting the natural diversity that would exist in their absence; (ii) various labor-related aspects such as policies and procedures for employees, compensation, culture, leadership, incentives and benefits, occupational safety, diversity and inclusion, among others; and (iii) matters and guidelines related to sustainability best practices aligned with the Company's business strategy, strategic plan, and the achievement of its objectives, including social, environmental, and climate change matters.

<sup>4</sup> It is noted that, at its meeting held on March 25, 2024, the Board of Directors approved a modification to the Investment Committee so that all five members are directors, instead of four directors and the Chief Executive Officer.

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The Committee meets at least once per quarter on an ordinary basis. It may also hold extraordinary sessions as deemed appropriate by the Committee Chair and/or the Chief Executive Officer, and reports to the Board after each session.

In 2024, the Committee focused on (i) matters such as compensation, incentives, diversity and inclusion programs, labor reforms, and upcoming legal projects with potential business impact; and (ii) monitoring of the 2024 Sustainability Work Plan, which includes the strategic initiatives “Creating Shared Value” and “Caring for the Environment” under the “Committed and Sustainable Organization” pillar, as well as the annual review of the Corporate Sustainability Assessment (CSA) questionnaire results for the Dow Jones Sustainability Index. In addition, the Committee incorporated monitoring of a Sustainability Scorecard, with key environmental, social and governance (ESG) indicators used to evaluate a company’s impact.

The members of the Human Resources and Sustainability Committee as of December 31, 2024, were appointed at the extraordinary board session held on April 25, 2024. The members of the Human Resources Committee and Sustainability Committee during 2023 and through March 2024 were appointed at the ordinary board session held on April 26, 2021.

Below are the remunerations paid to members of the Human Resources Committee and Sustainability Committee for 2023 and from January to March 2024, and those of the Human Resources and Sustainability Committee from April to December 2024:

### Human Resources Committee: Members and Remunerations 2024 (January to March) and 2023 (full year)

Name	Position	2024 (CLP million)	2023 (CLP million)
Fernando Del Solar Concha	Chairman	8,330	14,471
Pilar Dañobeitia Estados	Director	6,102	11,549
Francisca Saieh Guzmán	Director	6,105	13,333

#### Sustainability Committee: Members and Remunerations 2024 (January to March) and 2023 (full year)

Name	Position	2024 (CLP million)	2023 (CLP million)
Tina Rosenfeld Kreisselmeyer *	Chairwoman	2,766	9,920
Pilar Dañobeitia Estados	Director	2,029	7,745
Fernando Del Solar Concha	Director	2,032	5,765
Francisca Saieh Guzmán	Director	2,031	7,745

\* Independent according to the Law on Corporations (No. 18,046). Tina Rosenfeld Kreisselmeyer served as a director of SMU S.A. until the shareholders' meeting held on April 25, 2024, at which point she ceased to be a member of the Sustainability Committee.

#### Human Resources and Sustainability Committee: Members and Remunerations 2024 and 2023 (April to December)

Name	Position	2024 (CLP million)
Fernando Del Solar Concha	Chairman	11,356
Pilar Dañobeitia Estados	Director	8,322
Francisca Saieh Guzmán	Director	8,326

In 2024, the Human Resources and Sustainability Committee did not incur any advisory service expenses.

#### 4.2.3.5

#### COMPLIANCE COMMITTEE

The Compliance Committee's faculties and duties are: (i) to propose to the Board of Directors the appointment and removal of the SMU Free Competition Compliance Officer; (ii) to ensure that the Free Competition Compliance Officer effectively fulfills his/her duties; and (iii) to monitor, evaluate and propose improvements to the free competition compliance plan.

The committee holds ordinary and extraordinary sessions. It reports on all its sessions and submits matters to the Board of Directors for approval. Ordinary sessions take place every three months and do not require a special citation. The Committee Chairperson may convene extraordinary sessions of his/her own accord or at the request of the Free Competition

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Compliance Officer or one or more committee member(s). These sessions do not require prior validation by other committee members.

In 2024, the Compliance Committee addressed the following topics: (i) the 2024 Free Competition Compliance Program, including its progress and monitoring; (ii) the results of the program's semiannual monitoring; (iii) the status of compliance with Ruling No. 167/2019 by the Chilean Competition Court (TDLC), including the court-ordered audits and the compliance report submitted to the National Economic Prosecutor's Office; (iv) the review and monitoring of the update to the Free Competition Risk Matrix; (v) the review and monitoring of the DLP (Data Loss Prevention) alert system; (vi) the 2025 Free Competition Compliance Program; (vii) amendments to the Company's General Merchandise Procurement Standards; and (viii) follow-up on the 2024 budget and the proposed budget for 2025.

The members of the Compliance Committee as of December 31, 2024, were appointed at the extraordinary board session held on April 25, 2024. The members of the Compliance Committee during 2023 and through March 2024 were appointed at the ordinary board session held on April 26, 2021.

### Compliance Committee: Members and Remunerations 2024 and 2023

Name	Position	2024 (CLP million)	2023 (CLP million)
Pilar Dañobeitia Estados	Chairwoman	14,055	11,675
Andrés Olivos Bambach	Director	10,309	9,505
Enrique Gundermann Wylie *	Director	6,237	-
Tina Rosenfeld Kreisselmeyer *	Directora	4,069	9,505

\* Independent according to the Law on Corporations (No. 18,046). Tina Rosenfeld Kreisselmeyer served as a director of SMU S.A. until the shareholders' meeting held on April 25, 2024, at which point she ceased to be a member of the Compliance Committee. On the same date, director Enrique Gundermann Wylie was appointed as a member of the Compliance Committee for the first time.

In 2024, the Compliance Committee did not incur any advisory service expenses.



#### 4.2.3.6

#### STRATEGY COMMITTEE

The Strategy Committee is a formal instance for the Chairwoman and Vice Chairwoman of the Board to coordinate with and advise management, especially on the most important strategic projects, which include major real estate projects and the purchase or sale of important assets. The committee is also an opportunity to review, analyze, and make suggestions regarding the Company's three-year strategic plan.

Committee sessions may be ordinary or extraordinary. Ordinary sessions take place weekly and do not require a special citation. SMU's Chief Executive Officer or the Chairperson of the Board may convene extraordinary sessions.

In 2024, the Strategy Committee supported Management on (i) real estate projects, (ii) private labels development (iii) e-commerce, (iv) partnerships and (v) operational efficiency issues.

The members of the Strategy Committee as of December 31, 2024, were appointed at the Extraordinary Session of the SMU S.A. Board of Directors held on April 25, 2024. The members during 2023 and until April 25, 2024, were appointed at the Ordinary Session of the SMU S.A. Board of Directors held on May 25, 2020. The Company's Chief Executive Officer and an external advisor serve alongside the two directors on the committee. The Board agreed to renew the external advisor's contract for three years beginning May 1, 2023.

#### Strategy Committee: Members and Remunerations 2024 and 2023

Name	Position	2024 (CLP million)	2023 (CLP million)
Pilar Dañobeitia Estados	Chairwoman	33,719	25,238
Francisca Saieh Guzmán	Director	24,737	18,469

\*It is noted that the sessions held in 2023 were paid during 2024.

In 2024, the Strategy Committee incurred advisory service expenses of UF 6,400.

## 4.3 DIRECTORS' COMMITTEE ANNUAL REPORT

Santiago, March 31, 2025

Ms. Pilar Dañobeitia Estados  
Chairwoman of the Board of Directors  
SMU S.A.

Ref.: 2024 Annual Directors' Committee Report

De mi consideración,

To whom it may concern,

In accordance with Article 50 bis of Law No. 18,046 on Corporations (LSA), I hereby report on the 2024 annual performance of the Directors' Committee (the "Committee") at SMU S.A. (the "Company").

### COMPOSITION OF THE DIRECTORS' COMMITTEE

At the Annual General Meeting held on April 20, 2021, Rodrigo Perez Mackenna and Ms. Tina Rosenfeld Kreisselmeyer were appointed to the SMU S.A. Board of Directors as independent directors in accordance with Article 50 bis of the Corporations Act (No. 18,046). At the ordinary board session on April 26, 2021, Mr. Mackenna, Ms. Rosenfeld and Mr. Alejandro Álvarez Aravena were appointed to the SMU S.A. Directors' Committee, where they served until the Annual General Meeting on April 25, 2024, at which time, Mr. Enrique Gundermann Wylie and the undersigned, Alejandro Danús Chirighin, were elected to replace them as independent directors on SMU S.A.'s Board of Directors.

According to Article 50 bis of the Corporations Act and the instructions issued by the securities authorities on the matter, the Directors' Committee must comprise three directors, with the majority of them being independent. Given that there are two independent directors elected, the Board of Directors appoints the third committee member.

Accordingly, at the extraordinary board session held on April 25, 2024, the Board appointed Mr. Alejandro Álvarez Aravena as the third member of the Directors' Committee. Consequently, the Directors' Committee is comprised of Mr. Enrique Gundermann Wylie, Mr. Alejandro Alvarez Aravena and the undersigned, Alejandro Danús Chirighin.

I hereby certify that, on the date I was appointed Chairman of the Directors' Committee and as of the date of this letter, the undersigned meets the requirements to be considered an independent director at SMU, as outlined in the Corporations Act.

## **DIRECTORS' COMMITTEE ACTIVITIES**

The SMU S.A. Directors' Committee met 21 times in 2024 and, using its authority and in fulfillment of its legal duties, it reviewed:

- i. The quarterly financial statements (FECU) submitted for Board consideration prior to presentation to the Financial Market Commission (CMF) and the market in general;
- ii. Reports on the internal audit of the financial statements;
- iii. Conclusions from the 2023 external audit of SMU S.A. and its subsidiaries;
- iv. The presentation of SMU S.A.'s financial statements as of December 31, 2023;
- v. The 2023 internal control letter from KPMG;
- vi. External audit proposals and proposed to the Board an external firm to audit the Company's 2024 financial statements. The recommendation would be submitted for shareholder approval at the Annual General Meeting;
- vii. Risk rating proposals and proposed to the Board private risk rating agencies. The recommendation would be submitted for shareholder approval at the Annual General Meeting;
- viii. The remuneration systems and compensation plan for the Company's management, executives and other employees, including: (a) Short-term incentives and the compensation systems for managers, senior executives and employees. (b) External advisor's presentation on global compensation and incentive systems, methodology, confirmation of the Company's GGS level, the competitiveness of compensation, long-term incentives and results;
- ix. The report on current related-party transactions;
- x. Quarterly report on potential conflicts of interest for directors and senior executives, as well as the conflict-of-interest policy;
- xi. The update to the Company's Customary Transactions Policy for approval;
- xii. The Directors' Committee Annual Report for inclusion in the 2023 Integrated Report;
- xiii. The proposed 2025 Directors' Committee agenda;
- xiv. A presentation on the standards issued by and under consultation with the CMF, especially those most relevant to SMU S.A. and its subsidiaries;
- xv. The proposed update to the list of major competitors, customers and suppliers per Article 18 of the Securities Market Law (No. 18,045) to be submitted for board approval;
- xvi. The related-party agreements outlined in the next section and recommended Board approval thereof.

### RELATED-PARTY TRANSACTIONS AND OTHER CONTRACTS

In regard to transactions with related persons or parties, I report that, per Section XVI of the Corporations Act, in 2024 the Directors' Committee reviewed the following transactions and reported them to SMU's Board of Directors. Before proposing board approval, the committee verified that the related-party transaction brought to its attention contributes to the corporate interest and aligns with prevailing market conditions—price and terms—at the time of approval. To that end, the committee requested alternatives, comparable market references and the reasons for recommending the selected alternative. The transactions in question are as follows:

- i. *Line of credit to Unired, a company related to the controlling shareholder, Mr. Álvaro Saieh Bendeck*
- ii. *An agreement between SMU and Copesa for digital marketing services. SMU S.A.'s controlling shareholder, Mr. Álvaro Saieh Bendeck, is also related to the latter.*

In conclusion, I report to the Board of Directors that, in 2024, the Directors' Committee thoroughly addressed the issues listed in Article 50 bis of the Corporations Act (No. 18,046) while analyzing and contributing to the optimal performance of the Company's management bodies.

### DIRECTORS' COMMITTEE RECOMMENDATIONS AND REQUESTS

In the performance of its duties during 2024, the Directors' Committee made the following recommendations and requests:

- i. Recommended that the Board of Directors (a) make certain modifications to the short-term incentive model, (b) approve the payment of the 2023 short-term incentive for SMU Chile, SMU Peru and Unicard as presented, (c) approve the payment of the 2021-2023 long-term incentive for SMU Chile, and (d) approve the proposed short-term incentive and benefit plan for 2025;
- ii. Requested a review of the data supporting the fact that certain related-party transactions have been carried out at market price;
- iii. Recommended that the Board suggest the following independent auditors at SMU's Annual General Meeting in the following order of priority: 1<sup>st</sup>: EY and 2<sup>nd</sup>: KPMG;
- iv. Proposed that the Board continue using the same credit rating agencies (Feller-Rate and ICR) and that these agencies also be recommended at SMU's Annual General Meeting;
- v. Presented the financial statements as of December 31, 2023, March 31, 2024, June 30, 2024 and September 30, 2024 for Board approval;

- vi. Approved the proposed 2025 Directors' Committee calendar as presented;
- vii. Proposed that the Board approve a list of major competitors, customers and suppliers under Article 18 of the Securities Market Act (No. 18,045);
- viii. Proposed that the Board authorize modification of the Company's Customary Transactions Policy;
- ix. Recommended that the Board modify the long-term incentive in the compensation system, as suggested by the external compensation and incentive consultant;
- x. Declared they were aware of the status of quarterly conflict-of-interest management measures for senior executives and directors;
- xi. Agreed to propose that the Board approve a line of credit for Unired in the amount of CLP 1.3 billion as of August 2024, as presented. The committee also agreed to propose that the Board approve the marketing agreement between SMU and Copesa, given that the price, terms and conditions of each transaction align with prevailing market conditions and contribute to the corporate interest.

## EXPENDITURES

At SMU S.A.'s Annual General Meeting on April 25, 2024, shareholders approved an operating budget for the Directors' Committee, which it did not utilize except for expenditures related to committee member remuneration. Likewise, the committee did not require the hiring of professional advisors in order to carry out its 2024 duties.

Very truly yours,

**Alejandro Danús Chirighin**  
*Chairman*  
*Directors' Committee*  
*SMU S.A.*

## 4.4 MANAGEMENT

### 4.4.1

#### SENIOR EXECUTIVES

As of December 31, 2024, the SMU senior management team includes the chief executive officer, the corporate officers who report to him directly, and the comptroller, who reports to the Board of Directors.

#### Senior Executives

Name	Position	Tax ID No.	Education	Date of Designation	% Ownership of SMU shares
Marcelo Gálvez Saldías	Chief Executive Officer	9.544.470-9	Business Administration	05-08-2013	0.03%
Arturo Silva Ortiz	Chief Financial Officer	10.328.312-4	Business Administration	12-05-2013	0.01%
Luisa Astorino Morales	Chief Customers and Marketing Officer	22.780.768-7	Business Administration	02-01-2022	0%
Juan David Quijano	Comptroller	8.668.650-3	Certified Public Accounting	11-25-2019	0%
Carolina Selume Aguirre	Chief Real Estate Development Officer	13.242.147-1	Architecture	11-05-2019	3.258%
Javier Fernández Fernández	Chief e-commerce Officer	15.378.068-4	Business Administration	04-12-2021	0%
Gustavo Persson Donoso	Chief Strategy and Development Officer	13.036.147-1	Industrial Engineering	08-03-2021	0%
Claudia González Montt	Chief Legal and External Affairs Officer	10.407.827-3	Law	06-15-2020	0%

Name	Position	Tax ID No.	Education	Date of Designation	% Ownership of SMU shares
Gastón Gacitúa Rocha	Chief Private Label and New Business Officer	14.391.389-9	Industrial Engineering	01-12-2024	0%
Jorge Sáez Correa	Chief Sales and Operating Officer	10.034.176-K	Business Administration	01-06-2024	0%
Paula Coronel Kurte	Chief People and Sustainability Officer	12.162.559-8	Legal Studies	07-03-2017	0%
Patricio Llosa Bellido	CEO SMU Peru	DNI 06451167	Business Administration	02-02-2011	0%
Fernando Faella Lopez	Chief IT and Digital Officer	14.749.198-0	Industrial Engineering	01-10-2024	0%
Inguer Pérez-Borroto	CEO Unicard	14.652.655-1	Mathematics	01-09-2021	0%

\* Includes direct and indirect ownerships. No changes during the year.

#### 4.4.2 REMUNERATIONS AND COMPENSATIONS

SMU S.A.'s compensation system for senior executives, including the Chief Executive Officer, ties incentives to corporate objectives and results. Senior executives receive a fixed monthly salary and additional bonuses based on two variable systems:

- Short-term system: This annual bonus is tied to the achievement of objectives. The Board sets and approves the targets, communicating them to each executive at the beginning of every assessment period.
- Long-term system: One portion of this bonus is tied to retention and the other to three-year, board-approved objectives (2023-2025) based on financial targets like EBITDA, ROE and share price performance vs. the IPSA.

### Components of Variable Compensation for Senior Executives

Indicator Categories	Short-Term Incentive (Annual)	Long-Term Incentive (Three-year)
	Financial	Financial
	Customers	Share price performance
	Strategic plan projects	
	Corporate risk management	

Both variable compensation systems may contain other indicator categories. For example, financial indicators may include sales KPIs, EBITDA, or total margin, while strategic plan indicators involve the completion and progress of certain projects. Additionally, for 2024, a specific objective was established for all senior executives, related to the fulfillment and implementation of the corporate risk plan defined by the Company.

The following are among the strategic projects considered in the 2024 short-term incentive.

### Examples of Strategic Projects Considered in the 2024 Short-Term Incentive

Position	Incentive Type	KPI
Chief Executive Officer, senior executives, management	Monetary	Fulfillment of organic growth plan (new store openings and remodeling)
Chief Executive Officer, senior executives, management	Monetary	Progress on private-label program
Chief Executive Officer, senior executives, management	Monetary	Management of energy consumption through a monitoring platform to reduce consumption and costs
Chief Executive Officer, senior executives, management	Monetary	Reducing food waste: Increase in the amount (as a percentage of total waste) of donated and recovered products
Chief Executive Officer, senior executives, management	Monetary	Quantification and reduction of the water footprint in 2024



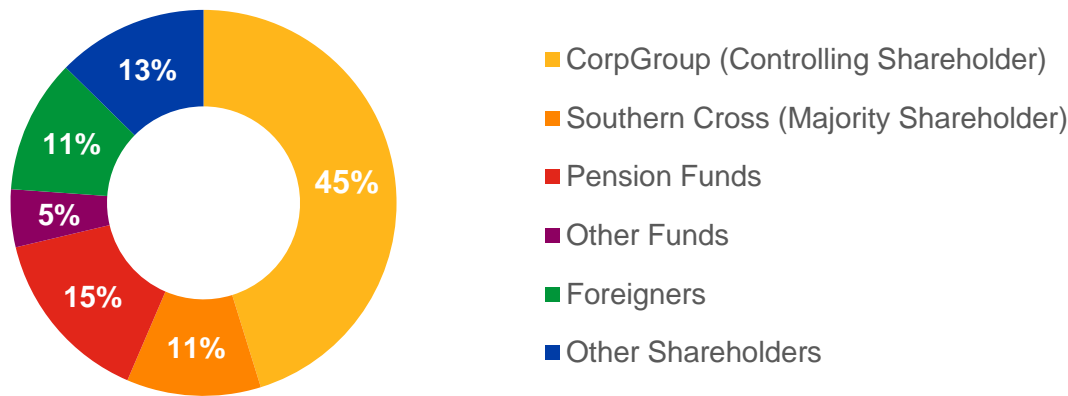
In the years ended December 31, 2024 and 2023, compensation for the senior executives totaled ThCh\$5,431,093 (Fixed salaries: ThCh\$3,503,075; Variable compensation: ThCh\$1,928,018 billion) and ThCh\$14,741,636 (Fixed salaries: ThCh\$4,524,561; Variable compensation: ThCh\$10,217,075), respectively. Compensation was distributed among 14 executives in 2024 and 13 executives in 2023. The Company’s compensation plan does not include stock options.

In addition, SMU offers supplementary health, life and dental insurance for senior executives and their families.

4.5 SHAREHOLDER STRUCTURE

As of December 31, 2024, SMU has 5,763,205,697 single-series shares outstanding and 178 shareholders of record. Share ownership by shareholder type is as follows:

SMU S.A. Shareholder Structure



SMU S.A. Shares

Series	Shares Issued	Shares Subscribed	Shares Paid	Shares with Voting Rights
Single	5,763,205,697	5,763,205,697	5,763,205,697	5,763,205,697

During 2024, the controlling shareholder reduced their ownership position from 45.8% to 45.2%, keeping control of the Company. Additionally, the pension funds increased their ownership from approximately 9% to 14.8%.

On April 21, 2022, at the Extraordinary Shareholders' Meeting of SMU S.A., shareholders approved a share repurchase program, in accordance with the provisions of articles 27 A to 27 C of the Corporations Act. The maximum amount of the share repurchase program will not exceed the Company's retained earnings. The Company may not hold shares in excess of 5% of total shares outstanding. The duration of the share repurchase program will be five years from the date of the Meeting. The Company repurchased 9,371,159 shares in 2022. There were no changes during 2023. On July 15, 2024, through a public deed and in accordance with the provisions of the law, the capital reduction was carried out for the 9,371,159 treasury shares held in the Company's portfolio, which had fulfilled the legally established holding period since their acquisition.

### 4.5.1 CONTROLLING SHAREHOLDER

As of December 31, 2024, the Saieh Guzmán family, comprising Mr. Álvaro Saieh Bendeck, together with his spouse and children (herein, the "Saieh Guzmán Family" or the "Controlling Group"), control 45.20% of SMU S.A.'s shares through the following companies: Inversiones SAMS SpA, Inversiones SMU Matriz Limitada, Fondo de Inversión Privado Epsilon, CorpGroup Inversiones Limitada, CorpGroup Holding Inversiones Limitada, Retail Holding S.A., and Retail Holding II SpA. Through such companies, the Saieh Guzmán Family indirectly owns 40.10% of SMU S.A.'s shares. The Saieh Guzmán Family controls 100% of the company CorpGroup Holding Inversiones Limitada, which, in turn, directly and indirectly controls the companies mentioned above, which are direct shareholders in SMU S.A. The members of the Controlling Group have a joint action agreement that has not been formalized.

#### Identification of Controlling Group

Shareholder	Tax ID	Percentage of Ownership
Álvaro José Saieh Bendeck	5.911.895-1	0.02%
Jorge Andrés Saieh Guzmán	8.311.093-7	13.36%
María Catalina Saieh Guzmán	15.385.612-5	13.36%
María Francisca Saieh Guzmán	13.829.073-5	13.36%
<b>Total Controlling Group</b>		<b>40.10%</b>

#### **4.5.2**

#### **OTHER MAJORITY SHAREHOLDERS<sup>5</sup>**

SMU has been informed that as of December 31, 2023, Southern Cross Latin America Private Equity Fund III, L.P. and Cyprus SCG Co-Investments, L.P. are companies related to Southern Cross Group Management, L.P., that indirectly control 11.25% of the Company's shares through its ownership interest in the following companies: (i) Gestora Omega Limitada Holding y Compañía en Comandita por Acciones (Tax ID 76.025.301-4), (ii) Gestora Omega Limitada BG Uno y Compañía en Comandita por Acciones (Tax ID 76.204.906-6), (iii) Gestora Omega BG Cuarenta y Uno Limitada y Compañía en Comandita por Acciones (Tax ID 76.204.917-1), (iv) Gestora Omega Limitada BG Dos y Compañía en Comandita por Acciones (Tax ID 76.204.923-6), (v) Inversiones Eland SpA (Tax ID 76.616.441-2), and (vi) SCG SpA (Tax ID 77.125.447-0).

#### **4.5.3**

#### **DIVIDEND POLICY**

As of December 31, 2024, SMU's dividend policy is as follows: to the extent that the situation of the Company's businesses allows it and always considering the Company's projects and development plans, a dividend of up to 75% of net profits for each year will be considered for distribution to the shareholders, the Company will pay net income for the first, second, and third quarter, in addition to the final dividend, as approved by the shareholders at each year's Annual General Shareholders' Meeting.

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<sup>5</sup> Per the requirements of CMF General Standard No. 30, no comments or proposals in accordance with paragraph three of Article 74 of the Corporations Act were received from shareholders representing more than 10% of shares with voting rights.

#### 4.5.4 DIVIDEND DISTRIBUTION

During the last three years, the Company has distributed the following dividends:

##### Dividends Paid

Dividend	Type	Date	Dividend per Share (Ch\$)	Total Dividend (Ch\$)	Charged to Net Incomed for Year
N. 9	Interim	06-06-2022	6.47041	37,350,939,015	2022
N. 10	Interim	06-09-2022	2.82270	16,267,800,721	2022
N. 11	Interim	07-12-2022	3.81874	22,008,184,123	2022
N. 12	Final	28-04-2023	4.06695	23,438,669,409	2022
N. 13	Interim	05-06-2023	2.89043	16,658,142,643	2023
N. 14	Interim	07-09-2023	2.44451	14,088,213,958	2023
N. 15	Interim	05-12-2023	1.46218	8,426,844,106	2023
N. 16	Final	08-05-2024	4.75686	27,414,762,652	2023
N. 17	Interim	05-06-2024	2.48724	14,334,475,738	2024
N. 18	Interim	05-09-2024	0.86011	4,956,990,852	2024
N. 19	Interim	04-12-2024	0.97184	5,600,913,825	2024

#### 4.5.5 STATISTICAL INFORMATION: SHARE TRANSACTIONS

SMU S.A.'s shares trade on the Santiago Stock Exchange (Bolsa de Comercio de Santiago) and the Electronic Stock Exchange of Chile (Bolsa Electrónica de Chile), under the ticker symbol SMU. A summary of the transactions in 2024 is provided below:

##### Share Transactions

Quarter	Average Price (Ch\$)	Trading Volume (No. of Shares)	Trading Volume (Ch\$)	Stock Market Presence (% at quarter end)
I	157.5	460,287,353	72,501,229,587	100.00
II	174.5	528,520,160	92,241,335,721	100.00
III	152.1	550,041,064	83,659,186,338	100.00
IV	152.2	587,566,494	89,428,399,931	99.44
Year 2024	158.9	2,126,415,071	337,830,151,577	99.44

#### 4.5.6

#### OTHER SECURITIES

In addition to the shares that trade on the Santiago Stock Exchange and the Electronic Stock Exchange of Chile, as of December 31, 2024, SMU has the following fixed income securities outstanding:

On May 26, 2011, a line of bonds with a 10-year maturity for UF 7,000,000 was registered with the Securities Registry of the Superintendency of Securities and Insurance (currently the CMF (Comisión para el Mercado Financiero) under registration No. 667, and under registration No. 668 a line of bonds with a 30-year maturity for UF 7,000,000 was registered under registration No. 668. Notwithstanding the above, the Issuer may only place bonds for a total face value not exceeding UF 7,000,000, considering the total of the bonds issued under lines 667 and 668.

A detail of the bonds issued under these lines outstanding as of December 31, 2024 and 2023 is provided below:

- On June 09, 2011, the Company placed bonds of UF 3,000,000 with a debit to line No. 668, Series BCSMU-B, which will bear interest on a semi-annual basis at an annual fixed rate of 3.80% and semi-annual principal repayments from December 01, 2021 through June 01, 2032.

Because of the merger through incorporation of Supermercados del Sur S.A., in September 2011, SMU acquired such company's obligations with third parties. This includes the bond series with a debit to the lines registered by Supermercados del Sur S.A.

On December 20, 2010, a series of bonds with a 10-year maturity for UF 5,500,000 was registered with the Securities Registry of the Superintendence of Securities and Insurance under number 649 and a series of bonds with a 30-year maturity for UF 5,500,000 was registered under number 650. Notwithstanding the above, the Issuer can only place bonds for a total nominal value of UF 5,500,000, including the total bonds issued with charge to the lines registered under numbers 649 and 650.

Bonds with a debit to such lines effective as of December 31, 2024 and 2023 are detailed as follows:

- On January 20, 2011, bonds were placed for UF 1,000,000 with a debit to line No. 650, BCSMU-D series, which will bear interest on a semi-annual basis at an annual fixed interest rate of 4.70% and principal repayment at maturity on November 10, 2028.
- On April 5, 2018, bonds were placed for UF 2,500,000 with debit to line No. 650, BCSMU-T series, which will bear interest on a semi-annual basis at an annual fixed interest rate of 3.00% and semi-annual principal repayments from September 15, 2022, through March 15, 2025.
- On June 14, 2018, bonds were placed for UF 1,000,000 with debit to line No. 650, BCSMU-T series, which will bear interest on a semi-annual basis at an annual fixed

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interest rate of 3.00% and semi-annual principal repayments from September 15, 2022, through March 15, 2025.

- On June 20, 2019, the Company placed bonds of UF 1,000,000 with a debit to line No. 650, Series BCSMU-W, which will bear interest on a semi-annual basis at an annual fixed rate of 2.50% and annual principal repayments at maturity on June 1, 2040.
- On June 19, 2020, the Company placed bonds of UF 3,000,000 with a debit to line No. 649, Series BCSMU-AK, which will bear interest on a semi-annual basis at an annual fixed rate of 3.00% and annual principal repayments at maturity on April 30, 2025.

On September 13, 2019, a series of bonds with a 10-year maturity for UF 3,000,000 was registered with the Financial Market Commission under No. 964, and a series of bonds with a 30-year maturity for UF 3,000,000 was registered under number 965. Notwithstanding the above, the Issuer can only place bonds for a total nominal value of UF 3,000,000, including the total bonds issued with charge to the lines registered under numbers 964 and 965.

Bonds with a debit to such lines effective as of December 31, 2024 and 2023, are detailed as follows:

- On December 23, 2020, the Company placed bonds of UF 3,000,000 with a debit to line No. 964, Series BCSMU-AL, which will bear interest on a semi-annual basis at an annual fixed rate of 3.25%, and semi-annual principal repayments from May 30, 2022 through November 30, 2024. As of, 31 December 2024, this series is paid.
- On September 14, 2023, the Company placed bonds of UF 1,500,000 with a debit to line No. 964, Series BCSMU-AP, which will bear interest on a semi-annual basis at an annual fixed rate of 4.50%, and repayments of capital at maturity from March 01, 2024 through September 01, 2033.

On March 7, 2022, a bond line was recorded in the Securities Registry of the CMF under No. 1,098. The line has scheduled maturity at 5 years for UF 2,000,000.

Bonds with a debit to such lines effective as of December 31, 2023, are detailed as follows:

- On March 15, 2022, bonds for UF 1,000,000 were placed with a charge to line No. 1,098 BCSMU-AO series, which will accrue interest in the form semi-annual at a fixed annual rate of 6.30% and capital amortization at maturity, on March 1, 2027.
- On November 21, 2024, the Company placed bonds of UF 1,000,000 with a debit to line No. 1,098, Series BCSMU-AW, which will bear interest on a semi-annual basis at an annual fixed rate of 3.60%, and principal repayment at maturity on November 1, 2031.

On February 29, 2024, a bond line with a 10-year maturity for UF 3,000,000 was registered with the Securities Registry of the Financial Market Commission under No. 1,171.

A detail of the bonds issued under this line outstanding as of December 31, 2024 is provided below:

- On March 21, 2024, the Company placed bonds of UF 1,000,000 with a debit to line No. 1,171, Series BCSMU-AR, which will bear interest on a semi-annual basis at an annual fixed rate of 4.20% and principal repayment at maturity on February 28, 2034.
- On April 4, 2024, the Company placed bonds of UF 1,500,000 with a debit to line No. 1,171, Series BCSMU-AQ, which will bear interest on a semi-annual basis at an annual fixed rate of 4.20% and principal repayment at maturity on March 15, 2029.

On June 21, 2024, a bond line with a 10-year maturity for UF 3,000,000 was registered with the Securities Registry of the Financial Market Commission under No. 1,179.

A detail of the bonds issued under this line outstanding as of December 31, 2024 is provided below:

- On July 10, 2024, the Company placed bonds of UF 2,000,000 with a debit to line No. 1,179, Series BCSMU-AS, which will bear interest on a semi-annual basis at an annual fixed rate of 4.40% and principal repayment at maturity on May 30, 2030.

## 4.6 RISK MANAGEMENT

SMU considers proper risk management fundamental to the sustainable development of its business and to achieving its strategic goals. As such, it has worked to strengthen risk management within its governance structure and practices. The Company's systematic risk management model identifies and assesses several types of risk—operational, financial, social (e.g., labor and human rights), environmental (e.g., climate change) and legal—at different time horizons (short, medium and long term). It examines immediate risk as well as those emerging risks that may have a greater impact in the future. Thus, while identifying strategic opportunities, the Company can also adapt its short, medium and long-term strategy, enhance the effectiveness of its initiatives and mitigate the risks that could potentially impact its ability to reach its goals.

### 4.6.1 RISK GOVERNANCE

SMU has a Risk Management Policy based on ISO 31,000 standards and an Internal Control Policy based on COSO (Committee of Sponsoring Organizations of the Treadway Commission). It also applies best practices, such as the TCFD (*Task Force on Climate-Related Financial Disclosures*) recommendations for climate change risks.

The SMU Board of Directors is primarily responsible for ensuring that risk management functions properly. It does so through its Audit and Risk Committee. For more information, see 4.2.3.2 Audit and Risk Committee.

The Audit and Risk Committee oversees risk management through the Management Risk Committee, which meets quarterly to monitor the risk management model and the status of internal controls. It reports to the Audit and Risk Committee at least quarterly.

The Management Risk Committee aims to ensure and enhance the quality of the risk management process, design effectiveness, implementation, and results. It works with each SMU department to identify and/or update the main risks at least annually, then analyzes and evaluates their probability and potential impact. Where necessary, the committee establishes mitigation measures to address each risk.

The Internal Control Department provides support through methodological guidance based on the model the responsible parties have established and approved. The model applies best practices in detecting, quantifying, monitoring and communicating risks.



Per the Risk Management Policy, the Internal Audit team reports directly to the Board of Directors and periodically and independently evaluates the risk management model, proposing changes, as necessary. Based on an annual audit plan approved by the Board, the Internal Audit team audits the main processes and situations identified as high-risk. The team also reviews the effectiveness of control mechanisms and risks associated with the Company's risk assessment process.

Communication and training are at the heart of SMU risk management. The Company's policies and procedures are available to all employees on the intranet site. They are also shared separately through e-mails, displayed on screens and other media.

Risk management is a critical topic in the SMU training program, which addresses issues related to SMU's main business risks, e.g., economic crime, free competition, consumer protection, data protection and information security. The training program also reinforces knowledge of and compliance with SMU policies and procedures.

#### **4.6.2**

#### **SMU'S RISK MANAGEMENT MODEL**

SMU has a three lines of defense model, proposed by the Institute of Internal Auditors to enhance understanding of risk management and control. Each of the three lines has a different role within the organization's overall risk governance framework:

- **First line of defense:** This line comprises risk owners and managers who face and manage risks by applying control measures in day-to-day operations. This group includes individuals and teams in operational roles (such as the Operations and Sales department) as well as those responsible for performing administrative or back-office tasks (such as the Human Resources and Sustainability department).
- **Second line of defense:** This line monitors and ensures the proper design and function of the risk management controls and processes the first line of defense has implemented (e.g., Quality Area).
- **Third line of defense:** This line, the Internal Audit Area, provides independent assurance of the effectiveness of risk management and controls.

Under this model, the **external audit** function complements the three lines of defense by assessing the internal control environment to design its audit plan and identifying potential deficiencies and weaknesses. The model also includes the role of **oversight bodies**, such as the Labor Directorate and the Financial Market Commission, among others, which supervise and monitor the Company.

When each line effectively fulfills its assigned role, the organization's likelihood of achieving its overall objectives rises.

SMU's Risk Management Model



The risk identification stage is primarily based on ISO 31,000 guidelines, which aim to identify, recognize and describe the uncertainties that could help or hinder the achievement of company goals. Best practices from other management standards are also taken into consideration. Moreover, SMU is constantly monitoring regulatory changes. While relevant legislation is still in the initial stages (bills of law), SMU analyzes the potential impacts of its passage and prioritizes efforts accordingly.

In order to identify risks, SMU selects the most appropriate assessment techniques—e.g., meetings with key personnel, surveys, materialized events, context, etc. The relevance of each risk is determined using standardized criteria that have been parameterized in the risk management software implemented by the Company. These criteria include potential consequences (i.e., the impact of risk materialization in various areas such as financial, legal, environmental, people and their quality of life, human rights, health and safety) and the likelihood of occurrence. This process results in the creation of the inherent risk matrix.

In parallel, the Company's risk appetite—meaning the amount and type of risk it is willing to accept in pursuit of its objectives—was defined through an assessment involving board members and senior executives. Based on the established risk appetite, inherent risks were categorized into low, medium, medium-high, and high levels, and existing controls or mitigation measures were identified for each. The outcome of this process is the residual risk matrix, which consolidates all of the Company's risks.

### **Continuous Improvement**

In 2024, the Company implemented risk management software to streamline and enhance the overall process, improving information availability for decision-making and enabling iteration across the various stages of the model. In addition, risk owners and those responsible for overseeing process outcomes were trained and given access to the platform. To continue advancing the maturity of the risk management model, in 2025 the Company will begin integrating process and compliance audits into the software, enabling the full incorporation of the different lines of defense into the risk management framework.

### **4.6.3**

### **RISK FACTORS**

A brief description of the main risks faced by the Company is provided below.

#### ***Market Risk***

The Company's main market risk exposure in the retail industry relates to economic contraction periods, which related to lower consumption periods. SMU's results from operations in Chile represent 98.8% and 98.9% of its consolidated income for 2024 and 2023, respectively.

Accordingly, the Company's results from its operations and financial position largely depend on Chile's level of economic activity. The Chilean economy may be affected by a series of factors, including, among others, the economic and political conditions in other emerging market and Latin American countries; and the economic and political conditions of other countries to which Chile exports a significant amount of goods.

A low economic growth in Chile, and other events affecting the Chilean economy in the future may generate an adverse effect on SMU's business, financial position and results from operations.

However, this risk is mitigated by the following factors:

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- The products sold by the Company are largely basic commodities (food), which due to their nature have relatively stable demand, regardless of changes that may arise in the economic environment.
- The Company does not depend on any particular supplier, or on any group of suppliers, and it has a wide supply process.
- The Company has a variety of formats and products intended for customers in the different socio-economic segments distributed throughout Chile. Accordingly, changes in the economy that may affect any formats are offset by changes in other formats.

### ***Legal and regulatory compliance risk***

Several changes in labor, tax, commercial and other laws, among other changes occurred recently, in addition to the new proposed amendments, may impose new obligations on the Company and also restrictions and operating limitations which finally have an impact on costs. Additionally, this generates a legal compliance risk with respect to new regulations. In order to mitigate such risks, the Company has a compliance policy, of which a Compliance Manager is in charge, who oversees that employees regularly receive training and monitors the different areas subject to any type of regulation, in particular Free Competition, Crime Prevention, Third-Party Data Security and Consumer Protection. Likewise, from September 2020, the Company established through its bylaws a Free Competition Compliance Committee composed of Directors, which is responsible for, among others, the oversight and follow-up of the Company's free competition compliance plan. The Free Competition Compliance Officer is responsible for the compliance plan, the position of which was appointed by the Board of Directors in September 2020, taking office in October 2020. Beginning in September 2023, a review of the crime prevention model started considering Law No. 21.595, which went into effect on September 1, 2024 and has an impact on Law No. 20.393.

### ***Logistics Risk***

Due to the country coverage of the SMU stores, which are present in all the regions of Chile, there is a risk of not serving all customers properly due to the shortage and/or shutdowns, whether internal or third-party services, in some of its distribution centers, due to climate conditions, natural disasters, fires, internal unrest, among other issues. In order to mitigate such risk, the Company has several distribution centers throughout Chile and it constantly monitors the key indicators in the stores, including monitoring the "in-stock" and "service at gondola shelving level" indicators, among others. Such monitoring is reinforced by diversified logistic system to ensure that all our stores are duly supplied and remain available to satisfy our customers' needs on a timely basis.

***IT security risk***

SMU's business is highly transactional and accordingly, it is dependent on efficient and safe IT and communication systems. The Company's IT systems are subject to damage or interruption due to blackouts, computer or telecommunication malfunction, catastrophic events, human error, computer viruses or security breaches, including those processing transactions or other systems that may compromise data. If the Company's IT systems suffer damage or interruptions, this could generate an adverse impact on the Company's business, financial position and results from operations. In order to mitigate such risk, the Company has backup and data recovery systems that can be used in case of a contingency or failure in the Company's primary systems.

In addition, the processing and collection of data requires that SMU receives and stores certain personal data with its customers' purchase history which are identified as members of its loyalty program. This data could be subject to theft, malicious use by third parties or security breaches in the Company's systems, which could adversely impact SMU's business, relationship with its customers and reputation.

To mitigate this risk, the Company has a subsidiary which is dedicated to safeguarding and treating data matters. This entity consolidates the data in a single storage repository with high security standards and where data is transformed into internal work codes. It has an Information Security Officer exclusively dedicated to the oversight of data protection matters, and it also has an Information Security Committee formed by representatives from the legal, compliance and technology areas, as well as external advisors and business areas to address this matter in a comprehensive manner in line with current regulations.

***Risk of force majeure events***

Severe climate conditions and other natural disasters in zones where SMU has stores or distribution centers, or from where the Company obtains products, can adversely impact the results from operations of the Company. Chile is a seismic country that has been adversely impacted by earthquakes and tidal waves in recent years, which could happen again in the future, generating significant damages to Chile's general infrastructure, such as motorways, roads, railways and access to sources of goods production and, therefore, could significantly impact the business, financial position and results from operations of the Company. In addition, due to the catastrophic events or internal unrest, the Company could suffer severe interruptions of its business, generating material decreases in revenue or significant additional costs. However, these risks are mitigated in the case of SMU as, firstly, it has insurance policies to reduce the financial impact that may arise from such events, and secondly, it has a vast logistics coverage at a country level that will allow it to maintain the operation in most of the network. However, the insurance policies generally include both a deductible amount and a maximum coverage amount per claim.

### ***Competition risk***

In Chile and Peru, SMU faces a strong competition from international companies and local supermarkets, retail stores, e-grocers and convenience stores, and is possible that in the future, other international or local operators enter the markets in which the Company competes, whether directly or through joint ventures.

A stronger competition may cause SMU or its competitors to adopt actions that may have a material adverse impact on the Company's sales, gross margin or expenses.

### ***Climate change risk***

Climate change could have an adverse impact on the Company's business, financial condition and results of operations, both as a result of the risks of transition to a low-carbon economy, as well as the physical risks arising from climate change. Transition risks include, among others, changes in processes or technologies; changes in customer behavior; and restrictions on the sale of certain products. Physical risks also include changes in precipitation patterns, winds and floods and greater variability in weather patterns. This includes risks of interruptions in the supply of electricity and drinking water. The aforementioned risks could affect the availability and costs of the goods marketed by the Company; other operating costs; and customer demand, among others. To try to mitigate these risks, SMU has several initiatives focused on understanding the needs and preferences of its customers, in order to adjust its product assortment according to the changes it perceives. Another mitigating factor is the fact that the Company has a great diversity of suppliers, not being particularly dependent on any one supplier, or any group of them. In addition, it has begun a survey of the certifications of its goods suppliers in order to have greater visibility on the sustainability of its supply chain over time.

### ***Supplier risk***

SMU depends permanently on various suppliers for the supply and delivery of its product inventories. The loss of its suppliers and the inability to obtain new suppliers at similar cost, may have a negative impact on the availability of products in its stores, which could generate an adverse impact on the Company's sales. A factor that may help mitigating this risk is the fact that the Company does not depend specifically in certain provider or certain group of them.

***Risk of commercial conditions***

The SMU suppliers generally provide promotional incentives for a variety of reasons related to the sale of their products in the Company's stores. As a large part of the promotional incentives are part of the suppliers' marketing strategies, SMU cannot assure that it will obtain a similar level of those incentives in the future. In case of some of the main suppliers reduces or eliminates such agreements, the margin of such products may be affected, which could also generate a negative impact on the Company's business, financial position and results from operations. A factor that may help mitigating this risk is the fact that the Company does not depend specifically in certain provider or certain group of them.

***Labor risks***

As of December 31, 2024, SMU had a total of 24,247 employees, of which 96.85% were located in Chile and 3.15% in Peru. Approximately 73.6% of the employees are represented by more than 131 unions, each of which, have at least a current collective bargaining agreement. Such agreements have a duration of approximately 2 to 3 years, maturing in different dates, generating that the Company is constantly negotiating with such unions. These processes could possibly give rise to an employees' strike, which could have an adverse effect on SMU's financial condition and operating results. To mitigate this risk, the Company has a Labor Relations Management that performs a permanent joint work with each of the unions.

***Litigation risks***

SMU is subject to arbitration and litigation procedures that could have an adverse impact on the Company's business, financial position and results from operations in case of an adverse sentence. Lawsuits are subject to inherent uncertainties and is possible that adverse sentences occur.

***Risk of insurance policy coverage***

SMU's insurance policies generally exclude certain risks and are subject to certain thresholds and limits. SMU is unable to ensure that its property, furniture, equipment, investment property and inventory will not suffer damage due to unforeseen events or that available coverages of its insurance policies will always be sufficient to protect the Company of all likely losses or damages arising from such claims.

In addition, the cost of such coverage can increase to a level in which the Company could make the decision to reduce coverages of the policies or accept certain exclusions on them.

### ***Financial Risk***

During the normal course of business and financing activities, the Company is exposed to different financial risks that may have a significant effect on the economic value of its cash flows and assets and, consequently, its profit or loss. The risk management policies are approved and reviewed regularly by the Senior Management of SMU S.A.

Management is responsible for obtaining the Company's financing and managing the currency, interest rate, liquidity, inflation, market, and credit risks. This function operates within a framework of policies and procedures that is regularly reviewed to manage financial risk from business needs.

In accordance with financial risk management policies, the Group uses derivative instruments to hedge exposures to currency and interest rate risks from the Company's transactions and its sources of financing. The Company does not acquire derivative instruments for speculative purposes.

The definition of the Group's exposure to different financial risks together with risk characteristics and quantification, as well as a description of actions currently taken to mitigate those risks currently used by the Company is as follows:

#### **(i) Credit risk**

Supermarket customers

SMU has preventive and corrective mechanisms to manage the risk of doubtful accounts. Sales performed using checks are verified and guaranteed by third parties, whereas credit sales in the wholesale format are in their majority hedged through credit insurance policies through which customers are assessed assuring the ongoing monitoring of the customer portfolio. In the event of a loss, the unpaid amount is hedged up to 90%. In addition, internal evaluations and procedures are performed and supported by external scoring services, commercial reports and external collection services.

The risk of impairment of trade receivables is established considering the expected loss assessed based on the significant increase of risk (roll over). To hedge against such exposure, the Company has a risk policy in force for its customer portfolio and periodically recognizes the allowances required to record and report in its financial statements the effects of such impairment meeting the current legislation.

The allowance for doubtful accounts is composed of trade receivables on credit terms, other trade receivables and trade receivables for items sold using checks.



The allowance for doubtful accounts loss is based on a prudent estimate of the expected loss in receivables that probable will not be collected. This model is built on the basis of public background information, internal historic behavior and an individual analysis of each customer.

Factor matrixes consider the following variables to determine risk segments: format; type of debt (invoice, credit, other debtors, rebate, real estate, rejected checks or legal collection); aging of debt (in month tranches between 0 and 12); if operates as creditor for rebates in factoring operations; and credit insurance (with or without insurance)

For the supermarket segment, percentages applied to the allowance model are calculated based on a roll-over technique, grouping the history considering the default tranches and closing dates for each month, determining the allowance percentage using a transfer rate.

The impairment is recognized at each reporting period considering total exposure at default (EAD) assessing the defined risks as high and low apply the probability of default (PD) and loss given default (LGD) according to the debt aging tranches. The following tables include the last rate indicated:

Portfolio: Credit Customers					
Range	Aging	High-risk		Low-risk	
		PD	LGD	PD	LGD
0	Not yet due	0.21%	32.20%	0.05%	7.26%
1	1 - 30 Days	0.13%	32.20%	0.22%	7.26%
2	31 - 60 Days	3.10%	32.20%	2.21%	7.26%
3	61 - 90 Days	41.81%	32.20%	14.13%	7.26%
4	91 - 120 Days	71.94%	32.20%	24.20%	7.26%
5	121 - 150 Days	79.54%	32.20%	28.84%	7.26%
6	151 - 180 Days	79.54%	32.20%	38.36%	7.26%
7	Over 180 Days	100.00%	100.00%	100.00%	100.00%

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Portfolio: Rebate					
Range	Aging	High-risk		Low-risk	
		PD	LGD	PD	LGD
0	Not yet	0.59%	100.00%	0.30	100.00%
1	due 1 - 30	0.59%	100.00%	%	100.00%
2	Days	6.61%	100.00%	0.30%	100.00%
3	31 - 60 Days	16.54%	100.00%	5.37%	100.00%
4	61 - 90 Days	28.85%	100.00%	11.38%	100.00%
5	91 - 120 Days	49.07%	100.00%	23.13%	100.00%
6	121 - 150 Days	74.60%	100.00%	44.80%	100.00%
7	151 - 180 Days	82.90%	100.00%	53.47%	100.00%
8	181 - 210 Days	94.74%	100.00%	63.83%	100.00%
9	211 - 240 Days	98.67%	100.00%	67.64%	100.00%
10	241 - 270 Days	100.00	100.00%	77.02%	100.00%

Portfolio: Other Debtors			
Ranges	Aging	PD	LGD
0	Not yet due	0.71%	100.00%
1	1 - 30 Days	0.71%	100.00%
2	31 - 60 Days	13.95%	100.00%
3	61 - 90 Days	28.93%	100.00%
4	91 - 120 Days	40.67%	100.00%
5	121 - 150 Days	52.96%	100.00%
6	151 - 180 Days	64.44%	100.00%
7	181 - 210 Days	72.09%	100.00%
8	211 - 240 Days	85.58%	100.00%
9	241 - 270 Days	94.57%	100.00%
10	Over 270 Days	100.00%	100.00%

Portfolio: Real Estate					
Ranges	Aging	High-risk		Low-risk	
		PD	LGD	PD	LGD
0	Not yet due	8.96%	100.00%	0.75%	100.00%
1	1 - 30 Days	8.96%	100.00%	0.75%	100.00%
2	31 - 60 Days	25.88%	100.00%	1.63%	100.00%
3	61 - 90 Days	62.95%	100.00%	1.63%	100.00%
4	91 - 120 Days	83.21%	100.00%	2.17%	100.00%
5	121 - 150 Days	100.00%	100.00%	2.60%	100.00%
6	151 - 180 Days	100.00%	100.00%	6.07%	100.00%
7	181 - 210 Days	100.00%	100.00%	100.00%	100.00%
8	Over 210 Days	100.00%	100.00%	100.00%	100.00%

Portfolio: Checks			
Ranges	Aging	PD	LGD
0	Not yet due	7.15%	32.20%
1	1 - 30 Days	10.54%	32.20%
2	31 - 60 Days	16.67%	32.20%
3	61 - 90 Days	25.27%	32.20%
4	91 - 120 Days	58.61%	32.20%
5	121 - 150 Days	67.99%	32.20%
6	151 - 180 Days	80.10%	32.20%
7	181 - 210 Days	81.29%	32.20%
8	Over 210 Days	100.00%	100.00%

In addition, for credit debtors that have an authorized credit facility, the Company considers them as exposed to impairment at a rate of 24.65% over the available facility. This constitutes the bases to calculate impairment for contingency.

Financial Service customers:

The provision for impairment is made up of trade receivables applying the allowance for impairment model, which is based on a prudential estimate of expected losses of receivables that will not be recovered. This model is built based on internal behavior and individual analysis of each customer in accordance with IFRS 9.

The assessment models, criteria, and procedures to comprehensively assess credit risk and determine the amount of the allowances, are approved by the Board of Directors and defined in the Company's Credit Policy.

The processes and compliance with the policy are assessed and monitored in accordance with internal control procedures to ensure compliance and maintenance of a level of adequate allowances for losses attributable to expected impairment. allowances are referred to as "collective" when they correspond to a high number of transactions with homogeneous characteristics the individual amounts of which are low and are associated with natural persons or small-sized companies. Allowances are classified as:

- Collective allowances on regular portfolio
- Collective allowances on in default portfolio

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### Collective allowances

Collective assessments require grouping credits with homogeneous characteristics related to the type of debtors and terms agreed to establish both the payment behavior of such group and the recoveries of credits in default.

The methodology for making allowances is based on the experience gathered that explains payment behavior for each homogeneous group of debtors and recovery of guarantees and collection management actions, to directly estimate a percentage of expected losses which is applied to the amount of credits of the related group.

Within credits assessed collectively, two statuses can be distinguished: regular and in default. The portfolio in default includes effective credit transactions associated with debtors who are 90 days or more past due in the payment of their obligations.

The allowance factors for the regular portfolio and the portfolio with renegotiated terms of financial service customers, including the average loss rates for past due tranches, applied to the portfolio of ThCh\$18,454,267 as of December 31, 2024, are detailed as follows:

	<b>12/31/2024</b>		
	<b>Normal portfolio</b>	<b>Refinanced portfolio</b>	<b>Total gross portfolio</b>
Clients in good standing	9.47%	30.09%	11.24%
Under 30 days	44.63%	52.90%	46.63%
31 to 60 days	46.87%	56.90%	50.51%
61 to 90 days	50.92%	61.04%	54.40%
91 to 120 days	77.81%	77.54%	77.70%
121 to 150 days	83.14%	83.14%	83.14%
151 - 180 days	87.80%	87.80%	87.80%
<b>Total</b>	<b>14.93%</b>	<b>42.92%</b>	<b>18.21%</b>

### Obligations of the counterparties in derivative contracts

Obligations of counterparties in derivative contracts relates to the market value in favor of the Company of outstanding derivative contracts entered into with financial institutions. To mitigate this risk, the Company has derivative product management policies that specify credit quality parameters that must be met by financial institutions to be eligible as counterparties.

## (ii) Liquidity Risk

This risk is associated with the Company's ability: (i) to repay or refinance their financial commitments assumed at reasonable market prices, and (ii) to implement their business plans with stable financing sources.

Management monitors its cash position on a daily basis and continually develops cash projections, to repay, prepay, refinance and/or assume new borrowings, according to the Company's capacity to generate cash flows.

As of December 31, 2024, the detail of bank borrowings, including accrued interests, bonds and promissory notes payable, and liabilities under finance lease agreements is as follows:

	Up to 90 days ThCh\$	90 days - 1 year ThCh\$	1-2 years ThCh\$	2-3 years ThCh\$	3-4 years ThCh\$	4-5 years ThCh\$	Over 5 years ThCh\$	Total ThCh\$
Bank debt	15,902,693	1,000,000	-	-	-	-	-	16,902,693
Obligations to the public Obligations for rights of use with purchase option (*)	25,562,838	126,902,964	10,240,581	48,522,865	48,648,581	67,486,036	277,422,103	604,785,973
	1,078,563	2,724,614	3,566,301	3,297,896	3,468,765	3,600,347	27,654,302	45,390,795
Right-of-use obligations (*)	15,121,169	45,408,477	62,109,729	56,398,342	48,853,652	41,339,279	293,616,910	562,847,558
Total	<u>57,665,263</u>	<u>176,036,055</u>	<u>75,916,623</u>	<u>108,219,103</u>	<u>100,970,998</u>	<u>112,425,662</u>	<u>598,693,315</u>	<u>1,229,927,019</u>
Accrued interest (**)	<u>3,364,722</u>	<u>1,686,309</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>5,051,031</u>

(\*) The breakdown of lease liabilities into balances with and without a purchase option is intended to provide information for the calculation of one of the debt covenants associated with a bond issuance.

(\*\*) Accrued interests are included in total reported.

The Company believes the cash flows it generates are sufficient to meet such bank borrowings, and to minimize its liquidity risk, maintains a mix of short and long-term borrowings in its financing structure, which is diversified by type of creditor and market, refinancing its obligations in advance.

The Company has short-term revolving credit facilities that allow it to cover possible cash deficits, as a result of the seasonal business needs.

## Cash and cash equivalents

Cash and cash equivalents are composed of the balances of cash and cash equivalents, time deposits, mutual fund deposits and agreements in general. The Company's ability to recover such funds at their scheduled maturities depends on the solvency of the counterparty where they have been deposited.

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To mitigate this risk, the SMU Group has a financial policy that specifies credit quality parameters that must be met by the financial institutions to be considered eligible to receive deposits of the above-mentioned products, as well as maximum concentration limits by institution. These financial assets are exposed to low risk.

### (iii) Interest Rate Risk

In general, the Company's financing structure includes a mix of funding sources, subject to fixed and variable interest rates.

As of December 31, 2024, the Company's consolidated debt and lease liabilities classified as such are summarized in the table below, detailed by debt at fixed rate and debt at variable rate, including accrued interests:

	<b>Fixed rate</b>	<b>Variable rate</b>	<b>Total</b>
	ThCh\$	ThCh\$	ThCh\$
Bank debt	14,895,015	2,007,678	16,902,693
Obligations to the public	604,785,973	-	604,785,973
Obligations for rights of use with purchase option	45,390,795	-	45,390,795
Rights-of-use obligations	<u>562,847,558</u>	<u>-</u>	<u>562,847,558</u>
Total	<u>1,227,919,341</u>	<u>2,007,678</u>	<u>1,229,927,019</u>

#### Variable rate sensibility analysis

For liabilities with a variable rate, the risk of Variation in the interest rate of 1% would mean an effect on the annual result of:

	<b>Interest (ThCh\$)</b>	
	<b>Annual Expense</b>	<b>Differences</b>
Current Rate	52	-
+ 1%	60	8
-1%	45	(8)

### (iv) Currency Risk (Ch\$ / US\$; Ch\$/EURO)

The Chilean peso is subject to variations with respect to the value of U.S. dollar and other international currencies. Certain products offered for sale in our stores are acquired abroad and accordingly, during the period in which the payment of such import operations is pending, the Company is exposed to fluctuations in the exchange rate.

The Company's policy is to hedge currency risk resulting from change in the exchange rates and the value on the position of net liabilities through market instruments designed to hedge such exposures.

As of December 31, 2024, the Company has financial debt totaling US\$ 75,363 and debt for lease obligations that qualify as finance leases totaling US\$ 3,549,907.

For every Chilean peso the dollar rises, the net effect is an exchange rate loss of M\$75.

#### (v) Riesgo de Inflación

Inflation risk mainly results from the Company's sources of financing expressed in Unidades de Fomento (UF)

As of December 31, 2024, the Company has bank borrowings of UF 17,304,146 and liabilities under finance lease agreements of UF 14,153,305.

For each increase of one Chilean peso in the value of UF the net effect is a loss from index adjusted units of ThCh\$17,304.

Debt composition, according to the currency of origin is the following:

	Debt in original currency	Debt in CLP	Breakdown of debt	Impact on income of \$1 increase
Original Currency		ThCh\$		ThCh\$
Chilean pesos (CLP)	3,486,209,000	3,486,209	0.28%	-
Unidades de fomento (UF)	31,457,451	1,208,491,141	98.26%	17,304
U.S. dollars (USD)	3,625,270	3,612,437	0.29%	75
Peruvian sols (PEN)	54,196,840	<u>14,337,232</u>	<u>1.17%</u>	-
<b>Total</b>		<b><u>1,229,927,019</u></b>	<b><u>100.00%</u></b>	

#### 4.6.4

#### EMERGING RISKS

SMU operates in an industry subject to countless uncertainties related to the domestic and global context. The Company's risk management model covers emerging risks to prevent or mitigate negative impacts and adapt strategy in the face of events that could alter its context. Emerging risk analysis considers short, medium and long-term risks that could arise from changes in the business context or objectives. These could include changes in the business environment that may have not previously applied to the entity; considerations that had not been previously identified; or considerations that were identified but have changed to reflect modifications to the business or risk appetite, among other factors.

#### Emerging Risks

Emerging Risk	Description of Risk	Potential Business Impacts	Mitigation Actions
<b>Environment:</b>  <b>Biodiversity loss and ecosystem collapse</b>	<p>Climate change can lead to irreversible consequences for the environment, humanity and economic activity, and the permanent destruction of natural capital. In SMU's business context, this poses a risk to the supply chain and availability of the products sold in its stores, e.g., certain crops and animal products, whose production depends on weather conditions, including water availability and other variables affected by climate change.</p>	<p>SMU's business depends on an attractive product offering that satisfies customer needs. Changing weather that affects production of the goods the Company sells would result in a less complete, less attractive offer resulting in lower sales revenues.</p> <p>Furthermore, suppliers may face increases in their production costs, which could be passed on to the Company and affect its profitability.</p> <p>Similarly, a lower availability in the product universe would make it more difficult to optimize promotional activity, which is central SMU's commercial strategy.</p>	<p>SMU has diversified its supplier matrix, including suppliers from different origins, so the Company is not dependent on a single supplier or group of suppliers. In addition to constantly seeking potential new suppliers, SMU engages with its current suppliers to understand their risks, e.g., water scarcity, and anticipate future impacts.</p>



Emerging Risk	Description of Risk	Potential Business Impacts	Mitigation Actions
<b>Technology:</b>  <b>Adverse results of technological advances</b>	<p>Technological advances in artificial intelligence, biotechnology, geoengineering, quantum computing and others could have a negative impact if the Company fails to adapt and implement properly and promptly or if the implemented technologies do not work correctly. There is also a risk of non-compliance with new regulations related to technological advances.</p>	<p>Technology is critical to SMU's business, which requires systems that support in-person and online transactions, loyalty programs, advanced analytics, demand planning and other business processes. Technological innovation is accelerating, increasing the risk that existing technologies will become obsolete and/or that SMU will become less competitive in relation to others who implement the latest advances, thus affecting revenues and profitability. Likewise, a technological malfunction can interrupt operations, negatively impact customer experience and/or give rise to reputational issues. If the Company fails to adapt to regulatory changes related to technological advances, it could face fines and/or reputational problems.</p>	<p>SMU's Strategic Plan includes evaluating and implementing new technological tools; its investment plans involve innovation. Management and compliance models have been modified to reflect best practices, and the Company has undergone external certification processes and audits to measure effectiveness and identify opportunities for improvement.</p>

Emerging Risk	Description of Risk	Potential Business Impacts	Mitigation Actions
<b>Geopolitics:</b>  <b>Conflict between states</b>	Bilateral or multilateral belligerent conflict between states with global consequences: biological, chemical, cyber, and/or physical attacks, military interventions, proxy wars, etc.	The materialization of this scenario could lead to an increase in the costs of purchasing goods and materials for real estate development projects, due to (i) the interruption of operations in producing regions; (ii) logistical difficulties both domestically and with imports; or (iii) difficulties in commercial negotiations with suppliers from rival powers. Another possible effect is the occurrence of migratory movements that affect the demand for goods and the availability of stock.	SMU has diversified its supplier matrix, including suppliers from different origins, so the Company is not dependent on a single supplier or group of suppliers. In addition to constantly seeking potential new suppliers, SMU engages with its current suppliers to understand their risks.

#### **4.6.5**

#### **CLIMATE CHANGE**

Caring for the environment is a pillar of SMU's Corporate Sustainability Model. Consequently, the Company's 2023-2025 Strategic Plan includes environmental protection projects, including waste management and energy efficiency, that enabled SMU to manage and reduce its carbon footprint. (Additional information in Chapter 10: We Care About the Environment.) The Company aims to analyze climate change-related risks, opportunities and impacts according to TCFD (Task Force on Climate-Related Financial Disclosures) recommendations.

As noted in the Risk Governance section, the management of risks, including climate risks, at SMU is overseen by the Management Risk Committee and the Board's Audit and Risk Committee.

The Human Resources and Sustainability Committee, comprising directors and executives, is tasked with monitoring Strategic Plan projects, initiatives, and KPIs related to the environment, specifically climate change. At each board meeting, the committee provides a summary report.

In addition, the Sustainability department monitors climate issues as they relate to company projects and reports at Human Resources and Sustainability Committee meetings.

#### **4.6.5.1**

#### **TRANSITION RISKS AND PHYSICAL RISKS**

The TCFD framework<sup>6</sup> divides climate-related risks into two main categories: transition risks and physical risks. Transition risks acknowledge that the transition to a low-carbon economy could bring major political, legal, technological and market challenges tied to climate-related mitigation and adaptation requirements and that these changes could pose risks for organizations. On the other hand, physical risks can cause events (acute) or long-term changes (chronic) in climate patterns, impacting the production chain, infrastructure, transportation, water availability and, thus, organizational performance.

The Company referenced TCFD recommendations and the SMU risk management methodology to identify and assess potential climate-related risks. It gathered secondary information to understand the organization's context and the industry (including the laws and bills of law) and conducted upstream and downstream analyses to identify impacts on the supply chain and products. Then, the areas responsible for environmental management analyzed the data to produce a final list of climate-related risks.

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<sup>6</sup> <https://assets.bbhub.io/company/sites/60/2020/10/TCFD-2017-Final-Report-Spanish-Translation.pdf>

From that perspective, SMU has identified the following possible transition risks and physical risks.

### Transition Risks

Type of Risk	Description	Possible Impacts
<b>Political and legal</b>	<ul style="list-style-type: none"> <li>Regulatory changes (e.g., modification of key business processes; higher tax burden associated with current processes; greater reporting demands)</li> <li>Restrictions on hiring certain services or sale of certain products</li> <li>Litigation with stakeholders related to contribution to the effects of climate change</li> </ul>	<ul style="list-style-type: none"> <li>Increase in operating expenses</li> <li>Amortization, asset impairment and early retirement of existing assets</li> <li>Lower demand for products and services</li> </ul>
<b>Technological</b>	<ul style="list-style-type: none"> <li>Investment in emerging technologies that quickly become obsolete</li> <li>Mandatory transition to low-emission technologies</li> </ul>	<ul style="list-style-type: none"> <li>Amortization and early retirement of existing assets</li> <li>Lower demand for products</li> <li>Costs of implementing/utilizing new practices and processes</li> </ul>
<b>Market</b>	<ul style="list-style-type: none"> <li>Changes in customer behavior</li> <li>Increase in merchandise and material costs</li> </ul>	<ul style="list-style-type: none"> <li>Lower demand for products and services</li> <li>Increased direct and indirect costs (e.g., energy, water, waste treatment)</li> <li>Changes in asset prices (e.g., land values or permits)</li> </ul>
<b>Reputational</b>	<ul style="list-style-type: none"> <li>Changes in customer preferences</li> <li>Increase in stakeholder demands</li> </ul>	<ul style="list-style-type: none"> <li>Lower demand for products and services</li> <li>Difficulties attracting and retaining talent</li> <li>Less capital availability</li> </ul>

## Physical Risks

Type of Risk	Description	Possible Impacts
<b>Acute</b>	<ul style="list-style-type: none"> <li>• Increase in extreme weather phenomena</li> </ul>	<ul style="list-style-type: none"> <li>• Higher merchandise costs (e.g., lower supply and importation costs)</li> <li>• Lower demand for products and services</li> <li>• Greater absenteeism due to effects on employee health and safety</li> </ul>
	<ul style="list-style-type: none"> <li>• Changes in precipitation regimes</li> <li>• Extreme variability in climate patterns</li> </ul>	<ul style="list-style-type: none"> <li>• Damage to assets in high-risk locations</li> <li>• Increase in operating costs (e.g., merchandise refrigeration)</li> <li>• Increase in insurance premiums and possible reductions in coverage/availability of insurance on assets in high-risk locations</li> <li>• Possible rationing of water and energy that impacts operations at stores and distribution centers</li> </ul>

### 4.6.5.2

## OPPORTUNITIES AND RESILIENCE

Through climate-related risk analysis, SMU can assess the resilience of its strategy and how to mitigate these risks. On the other hand, efforts to mitigate and adapt to climate change could also create opportunities for organizations. The following describes some potential opportunities identified in SMU's analysis:

## Opportunities

Type of Risk	Description	Possible Impacts
<b>Resource efficiency</b>	<ul style="list-style-type: none"> <li>• More structurally efficient corporate buildings, distribution centers and stores</li> <li>• More efficient operating methods (purchasing, logistics, distribution and sales)</li> <li>• Recycling</li> <li>• Reducing resource use and consumption (water, electricity, fuel, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Lower operating expenses</li> <li>• Increased distribution capacity and merchandise sales as a result of better product availability, which translates into increased revenue</li> <li>• Increase in the value of property, plant and equipment</li> </ul>
<b>Energy sources</b>	<ul style="list-style-type: none"> <li>• Use of low-emissions energy sources</li> <li>• Use of political support incentives</li> <li>• Use of new technologies</li> <li>• Participation in the carbon market</li> <li>• Shift toward distributed energy generation</li> </ul>	<ul style="list-style-type: none"> <li>• Lower operating expenses</li> <li>• Reduced uncertainty in fossil fuel prices</li> <li>• Less exposure to changes in carbon costs due to reduction of GHG emissions</li> <li>• Return on investment in low-emissions technology</li> <li>• Increased capital availability through investor preference</li> <li>• Reputational benefits that increase demand</li> </ul>
<b>Products and services</b>	<ul style="list-style-type: none"> <li>• Development and expansion of low-emissions services</li> <li>• Changes in customer preferences</li> </ul>	<ul style="list-style-type: none"> <li>• Greater profitability as a result of demand for low-emissions services or merchandise</li> <li>• Improved competitive position and higher sales reflecting incorporation of changes in customer preferences</li> </ul>

### 4.6.5.3

## ACTIONS TO ADDRESS CLIMATE CHANGE-RELATED RISKS AND OPPORTUNITIES

SMU is firmly committed to environmental protection and management and understands the need to implement climate change projects, including both mitigation and adaptation measures.

The Company's environmental project portfolio addresses the main business issues associated with climate change. The projects are consistent with the risks and opportunities detected and prepare SMU to anticipate the adverse effects of climate change. They include:

- **Water Footprint Quantification and Reduction:** To address water scarcity in the context of its supermarket operations and adapt to the new scenario, SMU has advanced in the quantification and reduction of its water footprint at the Lo Aguirre Distribution Center. In 2024, the Company implemented a technological upgrade to the cooling system, which reduced extracted water<sup>7</sup> consumption by 6,314 m<sup>3</sup> and consumed water<sup>8</sup> by 613 m<sup>3</sup> compared to the previous year, moving toward greater efficiency and circularity in the use of this resource. For more information, see 10.4 Water Footprint Management.
- **Reducing Food Waste:** SMU's Reducing Food Waste Program addresses an industry-relevant sustainability issue by reducing emissions from the overproduction of food that will not be consumed. It reduces waste at the source, preventing emissions from waste transportation and GHG emissions at final disposal. For more information, see 10.1.1 Reducing Food Waste.
- **Recyclable Packaging:** The Company understands its important role in encouraging and facilitating the recycling of the packaging on its private-label products. By the end of 2024, 29% of SMU's private-label assortment featured eco-friendly packaging, an improvement from 19% at the end of 2023. For more information, see 10.1.2 Committed to Recycling.
- **Energy Management System:** As part of SMU's Energy Program, the Company obtained ISO 50.001:2018 certification in early 2024 for expanding the scope of its Energy Management System in 2023, reaching 382 facilities operated by SMU Chile. For more information, see 10.3 Energy Efficiency.
- **Electromobility:** To minimize the impact of emissions from logistics operations—specifically transport vehicles—SMU is adopting clean-energy alternatives to replace conventional engines. The Company aims to use electric trucks for 10% of deliveries from distribution centers to stores in Chile by 2025. In 2024, the Company reached 4%, doubling the figure from the previous year. For more information, see 10.3 Energy Efficiency.

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<sup>7</sup> Extracted water refers to all water withdrawn from a source to be used in an activity, regardless of whether it is later returned to the environment or not.

<sup>8</sup> Consumed water is the water that, after being used, does not return to its original source because it evaporates, becomes part of processes, or is contaminated to the extent that it can no longer be reused.

#### 4.6.5.4

#### METRICS AND TARGETS

The Company has set ESG indicators—including metrics associated with climate change—that are essential to managing climate change risks and opportunities.

Per TCFD Guidance on Metrics, Targets and Transition Plans, SMU monitors its carbon footprint, electricity consumption and waste recycling.

The SMU Strategic Plan sets a quantitative goal of reducing the Company's year-on-year scope 1 and 2 GHG emissions per square meter. As part of its commitment to the World Business Council for Sustainable Development's five sustainability factors, last year SMU committed to moving toward carbon neutrality by 2050. It also set the goal of contracting electricity from renewable sources for stores that account for 40% of SMU Chile's electricity consumption by 2025.

#### Climate Change Metrics

Metric	Unit of measurement	2024 result	For more information
<b>Carbon Footprint</b>			
Scope 1	MTCO <sub>2</sub> e	220,037	10.2 Carbon Footprint
Scope 2		50,954	
Scope 3		87,252	
<b>Electricity consumption from renewable sources</b>	MWh	36,421	10.3 Energy Efficiency 10.5 Environmental Indicators
<b>Waste recycled as a percentage of total waste</b>	%	21.9%	10.1.2 Committed to Recycling 10.5 Environmental Indicators





# CULTURE OF INTEGRITY AND ETHICAL MANAGEMENT

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**SMU is strongly committed to ethics.** They are part of its identity and culture and reflect how it **sustainably meets its goals.** The Company constantly strives to improve its practices and train employees on ethics and conduct issues like consumer protection, criminal liability of legal entities, diversity and inclusiveness, human rights in business, data privacy protection and the community.

TOPICS	PROGRESS IN 2024	SDG
Ethical management	Training in prevention of workplace and sexual harassment: 91% of employees.	<div><div>5 GENDER EQUALITY</div><div>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</div></div>
Free competition		
Consumer protection		
Privacy protection		
		Contributes to goals: 5.1 5.2 16.5 16.10

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SMU conducts its business based on ethical principles and respectful, honest conduct, making decisions and taking actions within its value framework, in full compliance with applicable regulations and guided by the most stringent national and international standards. The SMU Code of Ethics and Business Conduct establishes the principles and guidelines that must guide its own personnel and all those with whom the Company interacts, including the Board of Directors, management, employees, and third parties such as contractors, consultants, and other suppliers.

SMU's efforts to support corporate ethics in its organizational culture include policies, procedures, training, lectures, workshops and publicity materials. Its efforts on human rights due diligence in recent years also stand out.

## 5.1 ETHICAL MANAGEMENT

SMU's **Ethics and Business Conduct Committee**, which includes corporate managers and the Compliance and Crime Prevention Officer, meets quarterly and as needed to handle matters within its scope of competence. The committee strives to ensure compliance with the provisions of the Code of Ethics and Business Conduct by disseminating information and providing training. Its primary duties include reviewing and periodically updating the Code of Ethics and Business Conduct and designing its dissemination plan; ensuring that appropriate, confidential channels exist for reports and inquiries; reviewing and analyzing reports and inquiries to recommend corrective measures; evaluating controversies that constitute or may constitute a Code of Ethics and Business Conduct violation; and reviewing and analyzing the results of the controls associated with SMU's compliance programs. The Ethics and Business Conduct Committee reports quarterly to the Board of Directors via the **Audit and Risk Committee**.

As part of the contract signed upon joining SMU, employees and directors agree to uphold the Code of Ethics and Business Conduct and to adhere to the various matters addressed therein, including crime prevention, free competition, conflict of interest, data privacy, consumer protection and respect for human rights. SMU expressly includes this same commitment in its service agreements with suppliers and contractors, as well as in the General Merchandise Procurement Regulations and other documents for third parties, which become effective as soon as their relationship with the Company begins. Communications, meetings, regulatory courses, operations training talks, speakers and other dissemination and training activities regularly remind them of the commitment made.

### Conflicts of Interest

SMU's Conflict-of-Interest Statement Policy identifies potential conflicts of interest and/or situations or conduct that could be contrary to the Company's ethical values. The policy outlines general and specific guidelines for resolving conflicts of interest involving employees and directors, as well as third parties, in the context of their relationship with the Company.

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When situations that may constitute conflicts of interest arise, they are analyzed and reviewed by different bodies, including the Ethics and Business Conduct Committee, the Directors' Committee, and the Audit and Risk Committee, as appropriate.

SMU executives, managers and directors file their conflict-of-interest statements via a third-party digital platform that enables monitoring and, if necessary, action. They file conflict of interest statements upon joining the Company, renew them annually and are obliged to file new statements whenever any unforeseen potential conflict arises.

The Company's suppliers file conflict-of-interest statements at the beginning of each bidding process, quotation, negotiation or contract renewal. They re-file statements every two years if the service is ongoing and are also obliged to file new statements whenever any unforeseen potential conflict arises.

### Values and Business Ethics Barometer

During the last several years, SMU has applied the Fundación Generación Empresarial (FGE) Values and Business Ethics Barometer, an instrument designed to measure perceptions regarding companies' and organizations' culture of integrity and compliance. This employee survey complements corporate integrity management and serves as a diagnostic tool for assessing the perception of the Company's ethical behavior as well as its regulatory and legal compliance.

It measures facets including the definition and communication of values, tone at the top, training, and prevention tools and systems, among others. Those surveyed at SMU responded particularly favorably regarding training on mechanisms for reporting unethical behavior and preventing sexual and workplace harassment. Thus, in 2024, the Company improved its indicators by seven points compared to the previous year, once again positioning itself among the highest scorers. For the fifth consecutive year, SMU has earned recognition for its commitment to integrity by consistently applying best practices to raise its ethical standards.

### 5.1.1

#### TRAINING AND ASSESSMENT

Ethics management requires training and education as well as assessment of best practices and compliance. Consequently, SMU trains employees annually on risk situations, raising awareness and fostering a prevention culture. The training plan uses ethical dilemmas, lectures and courses to reinforce compliance with regulations, procedures and the Code of Ethics and Business Conduct.

In 2024, SMU conducted over 2,3 million hours of training, of which 248,000 were related to compliance and ethics issues.

## 2024 Compliance and Ethics Training

Training Topic	Hours	People
CERCA 2024	16,032	4,008
Customers 2024	48,096	4,008
Code of Ethics and Business Conduct 2024	8,016	4,008
Fundamental Rights and the New Karin Law	46,096	19,338
Consumer Protection Law 2024	8,016	4,008
Free Competition 2024	8,016	4,008
Crime Prevention 2024	48,096	4,008
Risk Prevention 2024	32,064	4,008
Data Protection 2024	8,016	4,008
Information Security 2024	8,016	4,008
Sustainability 2024	16,032	4,008
Peru Regulations	1,840	629
<b>Total</b>	<b>248,336</b>	<b>19,967</b>

SMU has determined that those whose duties involve higher risk in compliance and conduct matters must receive regular training on these subjects. This target group—comprised of more than 4,000 employees with a heavy concentration of those in leadership roles—boasted a 99% training completion rate in 2024. With respect to store and distribution center employees, start-of-shift talks are held periodically and according to a set schedule, including reinforcement on ethics and regulatory matters. There are also training sessions for contractors providing services at the Company's facilities. For more information, see section 8.1.1.4.

Furthermore, the Company's performance evaluation systems consider Code of Ethics and Business Conduct guidelines. Performance evaluation criteria are based on corporate values: closeness, excellence, respect, collaboration and agility. The respect dimension, for example, includes competencies directly related to ethics, measuring whether the employee "Works honestly, fulfills his or her commitments and assumes responsibility for his or her own mistakes and those around them, learning from them and taking measures to prevent recurrence" and whether he or she "Ensures the sustainability of the business by reinforcing compliance with internal procedures and policies, such as the Code of Ethics."

## 5.1.2

### WHISTLEBLOWER CHANNEL

For years, SMU has made available to its customers, suppliers, advisors, employees, shareholders, neighbors, community, and the general public in Chile and Peru a Whistleblower Channel operated by an independent third party. Anyone who has questions about ethical issues or other matters, is a victim of or becomes aware of a potential violation of the law or regulations, the Code of Ethics and Business Conduct and/or internal policies or procedures can easily file a report in a confidential, transparent manner without fear of retaliation. Whistleblowers can make reports anonymously, monitor their complaints and communicate directly with the Company, if necessary.

The Company promotes use of the Whistleblower Channel through employment and supplier contracts, operations talks, training sessions and communications campaigns.

The Whistleblower Channel is accessible through the SMU website. In 2024, 63 queries and 1,523 complaints were received. By year-end, 91% of the investigations had been completed, and sanctions were applied in 18% of the cases, where some type of infraction was confirmed in accordance with current regulations. The complaints and queries received this year are broken down as follows:

#### 2024 Complaints and Queries by Type of Stakeholder

Stakeholder Group	Number of Consults and Queries	Main Issues
<b>Customers<sup>9</sup></b>	420	Merchandise, service
<b>Employees</b>	957	Different issues related to harassment, discrimination, regulatory violations
<b>Suppliers</b>	27	Procedure violations and/or Code of Ethics and Business Conduct
<b>Neighbors</b>	125	Changes to unloading schedules, machinery settings (noise-related)
<b>Other</b>	57	
<b>Total</b>	<b>1,586</b>	

<sup>9</sup> Complaints received from customers are sent to the Customer Service Area for timely resolution. SMU keeps a record of the process and measures taken. Queries from customers are investigated and managed in the same manner as complaints and queries from other stakeholders.

## 2024 Complaints and Queries by Issue

Issue	2024	2023 <sup>10</sup>
Workplace harassment and mistreatment/ at work	369	382
Sexual harassment	39	37
Security breaches, fraud, falsifying or altering information and/or records	23	33
Bribery	1	1
Conflicts of interest	3	-
Questions	63	80
Corruption Crimes	1	2
Lack of equal opportunity or discrimination	25	61
Free competition	3	1
Other complaints	196	39
Other crimes	1	1
Other human resources issues	404	306
Customer complaints	391	348
Retaliation	5	13
Theft/misappropriation	32	23
Workplace safety and environmental protection	23	31
Use of insider or confidential information	-	1
Incorrect use of common spaces, assets and/or corporate image of the company	7	-
<b>Total</b>	<b>1,586</b>	<b>1,359</b>

SMU resolves complaints while making improvements and eradicating all conduct that deviates from CERCA culture. It identifies issues, stores and areas where there are opportunities for improvement and puts forth extra effort in the form of training, visits, safety measures or other tools.

<sup>10</sup> Some complaints received in 2023 have been reclassified to another type since the 2023 Integrated Report

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The Company takes preliminary measures to protect whistleblowers, like changing their workplace. After investigation, confirmed violations receive prompt sanctions, which may include but are not limited to verbal warning, written warning, docking 25% of daily pay or firing. Additional post-investigation measures may include training, courses or talks. In addition to any internal sanctions, SMU cooperates with judicial and non-judicial mechanisms when appropriate.

### 2024 Internal Sanctions by Issue

Issue	Written warning	Verbal Warning	Fine	Termination	Total
Workplace harassment and mistreatment	71	22	13	11	117
Sexual harassment	7	1	1	5	14
Security breaches, fraud, falsifying or altering information and/or records	7	1	1	6	15
Lack of equal opportunity or discrimination	1	1	-	8	10
Other complaints	1	-	1	-	2
Other crimes	1	-	-	-	1
Other human resources issues	27	25	7	11	70
Customer complaints	6	29	-	7	42
Retaliation	1	-	-	-	1
Theft/misappropriation	1	1	-	6	8
Workplace safety and environmental protection	1	-	1	-	2
Use of insider or confidential information	1	-	1	1	3
<b>Total</b>	<b>125</b>	<b>80</b>	<b>25</b>	<b>55</b>	<b>285</b>



### 5.1.3

## HUMAN RIGHTS COMMITMENT AND MANAGEMENT

SMU establishes its commitment to human rights in its Human Rights Policy Statement, which is consistent with the values and guiding principles expressly recognized in its CERCA seal, Code of Ethics and Business Conduct and its Sustainability Model. The Company commits to respecting, promoting and protecting human rights in all its actions and throughout the value chain. It has also established complaint and sanction mechanisms to mitigate and repair the impact in the event of a violation.

Any infringement of human rights can be reported through the Whistleblower Channel described in Section 5.1.2.

### 5.1.3.1

## HUMAN RIGHTS DUE DILIGENCE

As established in its *Declaration of Human Rights in the Company, a Culture of Integrity*, SMU is committed to respecting human rights and ensuring proper, comprehensive management of related risks and impacts. In 2022, it began the human rights due diligence process, implementing it at the corporate office, Unimarc, and the Logistics Division. In 2023, the due diligence process was completed for the rest of the operations in Chile, including the Alvi, M10, and S10 formats.

In the case of operations in Peru, progress was made in 2023 in identifying risks with potential human rights impact, while the assessment process will coincide with the review of the risk management methodology for those operations.

The process takes a preventative approach to identify current and potential risks that could negatively impact people, society and the environment in order to prevent, mitigate and/or repair, should those risks materialize. SMU partnered with external advisors to conduct the process based on international standards and norms, including the United Nations Guiding Principles on Business and Human Rights, the OECD Due Diligence Guidance for Responsible Business Conduct and the ILO.

**In 2024, SMU improved its score in the Business and Human Rights Diagnostic, reaching 17.5 points and maintaining its fourth place in the ranking<sup>11</sup>**

<sup>11</sup> Assessment conducted by the Corporate Sustainability Program of the Law School of the Pontificia Universidad Católica de Chile, in collaboration with the World Benchmarking Alliance and the CERALC Project.

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The due diligence process included the following: a) assessing the impact of the Company's operations on human rights; b) integrating analysis and findings; c) taking the necessary actions to prevent and mitigate impact; d) following up; and e) effectively communicating how SMU addresses negative consequences.

### Stakeholders

The due diligence process considered the potential human rights impacts on different SMU stakeholders, including employees, contractors, other suppliers, customers and community members. Some stakeholders considered in the analysis were women, migrants and/or children.

### Human rights

The due diligence process examined potential impacts on the following human rights:

- Right to work
- Right to life
- Right to enjoy just and favorable working conditions (including equal pay)
- Right not to be subjected to torture or cruel, inhuman or degrading treatment
- Right to form and join trade unions and right to strike
- Right to liberty and security of person
- Right to social security
- Right not to be subjected to slavery, servitude or forced labor
- Right to family life
- Right to an adequate standard of living
- Right to health
- Freedom of expression
- Right to privacy
- Freedom of association and collective bargaining
- Child protection rights
- Right to protection of the family
- Right to equality before the law, without discrimination
- Right to live in a safe, clean, healthy and sustainable environment

## Identification

The due diligence process began with analyzing the industry and geographic context to identify critical human rights factors, considering the following elements:

- The regulatory framework, international treaties, political context, institutional governance, social and environmental context
- Benchmarks from leaders in corporate human rights management
- Relevant industry standards and requirements: (1) UN Guiding Principles on Business and Human Rights, (2) Casa La Paz Foundation's Chile Guidelines, (3) Business and Human Rights, (4) National Action Plan on Business and Human Rights, (5) OECD Due Diligence Guide, (6) UN Global Compact Business & Human Rights Navigator, (7) WBCSD's CEO Guide to Human Rights
- Review and analysis of secondary information: policies/procedures
- Interviews with different areas of the Company to ascertain understanding and practical application of the human rights concept. Areas interviewed: Senior Management; Operations, Supply Chain and Logistics, Human Resources and Sustainability, Audit, Private Label, Development, Labor Relations, Commercial, Customer Knowledge and Experience, and Risk Prevention
- Stakeholder interviews with employee representatives, transportation companies, housekeeping and security services, and the community

The risks detected were classified into a total of 14 categories: operations and development; employees; diversity, inclusion and non-discrimination; occupational health and safety; suppliers/contractors; security guard services; customer relations; community; conditions in subleased spaces; data privacy; access to whistleblower channels; human rights communication at SMU; information management and carriers.

## Assessment

Under SMU's risk management methodology, the Company identifies risks that have a potential human rights impact. Then, the teams responsible for managing the risks prioritize them and identify controls. The following teams assessed their respective risks: Organizational Development, Labor Relations, Quality, Sustainability, Commercial, Real Estate Development, Risk Prevention, Operations and Logistics.

In 2024, a cross-analysis was conducted between human rights risks and the risks documented in the Company's risk matrix. As a result of this iterative review and adjustment process, by the end of 2024, the human rights risks included in the matrix totaled 46. These risks are classified according to the Company's risk management methodology: 16 risks at a "medium" level, 30 at a "low" level, and none at the "high" or "medium-high" levels.

### **Mitigation and remediation**

Should a risk materialize despite the controls and action plans, SMU is committed to taking the necessary remediation measures. To gather information about such risk events, the Whistleblower Complaints and Queries Channel includes a complaint mechanism that anyone potentially affected can access directly from the Company's website.

Available to any stakeholder, the whistleblower channel has a clear, concrete, transparent and non-retaliatory procedure that offers direct communication with the affected party while maintaining confidentiality and privacy. Reparation is understood to have been made when there is a resolution whereby the damage or harm has been mitigated or has ceased. For more information, see 5.1.2 Whistleblower Channel.

### **Monitoring activities that control human rights impact**

Human Rights due diligence is ongoing; the risks identified and their respective controls are monitored annually. In parallel with the update of the risk matrix, in 2024, activities to control potential human rights impacts were monitored. Monitoring involved:

- Meeting with those responsible for the risks to review controls and identify potential new controls or mitigation measures
- Reviewing the evidence supporting the existence of and compliance with control measures
- Presenting the results to those responsible for each risk
- Development of action plans for high risks

#### 5.1.4 DONATIONS<sup>12</sup>

The SMU corporate citizenship strategy focuses on supporting institutions that work with cognitive and physical disabilities or developing regional MSMEs. SMU does not donate to political causes.

The SMU Corporate Donations Policy sets guidelines and criteria for making donations to third parties, thereby ensuring they are handled properly and in accordance with internal and external regulations. The Donations Management Procedure determines how requests are channeled and resolved, and the SMU Donations Committee is responsible for approving—partially or fully—or rejecting third-party donation requests. The Chief Executive Officer, Chief Financial Officer, Chief Legal and External Affairs Officer, Compliance Manager and Chief Human Resources and Sustainability Officer serve on the committee. Meetings are held on an *ad hoc* basis when requests are awaiting approval. The Chief Executive Officer and at least three other committee members must participate to convene.

SMU donations may be in the form of gift cards that can be used for purchases in its stores, products or cash. In 2024, donations totaled CLP 151 million<sup>13</sup> and supported causes related to cognitive and physical disabilities and zero hunger.

As part of its corporate citizenship strategy, SMU also offers social sponsorships. While these are not donations, they focus on the same priority areas and are also reviewed by the Donations Committee. In 2024, social sponsorships totaled CLP 909 million.

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<sup>12</sup> Note that this section does not include food donations made under the Reducing Food Waste Program. These donations are of a different nature and not reviewed by the Donations Committee. However, the beneficiary organizations that receive the donations are reviewed in advance to verify that they do not have a history of corruption.

<sup>13</sup> Total donated in the 2024 calendar year. Includes amounts approved in 2023 and donated in 2024. Excludes amounts approved in 2024 that will be donated in 2025.

## 5.2 COMPLIANCE

Since SMU is subject to laws and regulations that govern a wide range of matters and impact several business areas, compliance has become a strategic component of its operations. To that end, SMU's Compliance and Crime Prevention Division reports directly to the Board of Directors. It is responsible for ensuring the Company operates with integrity and within the framework of applicable laws, regulations and ethical standards. The Division identifies, evaluates, mitigates and oversees compliance risks, including corruption, money laundering, conflicts of interest and economic or environmental crimes, among others.

### 5.2.1 CRIME PREVENTION

To identify risks of economic and environmental crimes and prevent their materialization, SMU has adopted crime prevention models for its operations in Chile and Peru.

In 2024, the Company updated its model for Chile, appointing a prevention manager with autonomy, resources and direct access to the Board to oversee and implement the approach. It also identified and assessed the risks and respective internal controls in several areas and activities where crimes, primarily those listed in Law No. 20,393, could occur. These crimes include corporate fraud, private or public corruption, inappropriate business dealings, and/or improper use of insider information, environmental or financial crime and others related to business dealings.

The model complements SMU's Code of Ethics and Business Conduct, the Company's specific crime-prevention protocols, and the Whistleblower Channel that enables reporting of irregularities without fear of retaliation. All employees receive training and ongoing communication to ensure they understand the risks and the preventive measures in place.

The Company audits the model internally every six months. It continually monitors the controls for the most relevant and specific business risks, evaluating and updating them, as necessary. In late 2024, an independent third party began reviewing the adjustments to the crime prevention model, with the expectation that the respective results report would be available in the first quarter of 2025.

In Peru, the model aims to comply with the provisions of Law No. 30,424, which regulates the Administrative Liability of Legal Entities. The model involves identifying and mitigating crime risks in the corporate environment, promotes a culture of ethics and integrity, and includes reasonably adopted measures to prevent the commission of illegal acts.

The crime prevention models are binding for internal and external personnel, directors, senior executives, suppliers and service providers who do business with the Company. Conduct that violates the model's regulations is sanctioned. As part of its management, the Company conducts periodic due diligence on third parties interested in establishing or maintaining a business relationship, using conflict-of-interest statements and verification services to determine whether they have been connected in any way to the crimes listed in Law No. 20,393.

To date, SMU has not been sanctioned for crimes under Law No. 20,393.

#### **5.2.1.1**

##### **RELATIONS WITH AUTHORITIES**

SMU's Corporate Policy on Relations with Authorities and Public Officials seeks to ensure that employee interactions with authorities abide by applicable external and internal regulations, in the interest of guaranteeing transparency and integrity at meetings or hearings held on the Company's behalf. The policy is more stringent than Chile's current law (No. 20,730, which governs lobbying), which only applies to meetings categorized as lobbying, whereas, SMU's policy applies to any situation where Company representatives ("lobbyists") and authorities or public officials interact, regardless of whether they are considered "passive subjects." The interaction can take various forms, including a hearing, a meeting requested by the authority, a working group, or a public event.

The Public Affairs Division authorizes requests for hearings or meetings and logs all such interactions with authorities along with the respective minutes. Twice yearly, the Compliance Area monitors compliance with regulations and policies, which the Comptroller also audits.

Most efforts focus on 1. Relations with ministries and entities relevant to the Company (e.g., Ministry of Economy, Ministry of Labor, Ministry of Health, National Consumer Service (SERNAC), Labor Directorate); 2. Business issues (e.g., permits and patents); 3. Contingencies; and 4. Legislation.

#### **5.2.2**

##### **PROMOTING FREE COMPETITION**

Competition is essential to SMU's business. The Company's Free Competition Compliance Policy is part of its Free Competition Compliance Program, which involves all areas and employees. The program meets the requirements outlined in the Free Competition Regulatory Compliance Program Guide published in June 2012 by Chile's National Economic Prosecutor's Office (FNE).

Several additional initiatives, including regular employee training and communication, foster a culture of compliance and awareness regarding free competition. SMU's Free Competition Compliance Program also complies with the Chilean Antitrust Court's Sentence No. 167/2019, which requires a Compliance Committee comprised of three directors and a Free Competition Compliance Officer who reports to the Board. SMU submits timely compliance reports to the National Economic Prosecutor's Office (FNE). In addition to other training, an external antitrust lawyer or economist specializing in free competition provides annual Free Competition Training. (For more information, see 5.1.1 Training and Assessment).

SMU did not receive any sanctions for free competition violations in 2024.

### 5.2.3 CONSUMER PROTECTION

Customers are at the heart of SMU's daily business and corporate purpose: "*Making our customers' lives easier.*" To properly manage consumer protection, the Company has a Corporate Consumer Protection Compliance Policy and a Compliance Program that considers: (i) the line of business; (ii) stakeholder needs and expectations; and (iii) risk assessment.

The Board approves the program and reviews it annually. Additionally, the Compliance and Crime Prevention Officer submits a semiannual program performance report. The program's main objectives are:

1. Provide customers with relevant information about the products offered through stores and digital platforms in a clear, complete, accurate and timely manner, in full compliance with the law.
2. Fulfill commitments to customers.
3. Provide professional, timely, cordial, and effective service, based on respect for the dignity of others, concern for their physical and psychological integrity, and high quality standards.

SMU's Customer Service area is primarily responsible for responding to customer questions, concerns and complaints. For more information on this topic, refer to Section 7.1.5 Responsible Communication. The protection of SMU customers' data is also central to the Company's consumer protection efforts. For more information, see 5.2.4 Data Privacy Protection.



In 2024, authorities levied the following fines for consumer rights violations related to customer safety in connection with in-store accidents, theft or damage in parking lots, unacceptable treatment by security guards, and legal guarantees. To prevent new incidents, the respective areas—e.g., Risk Prevention, Maintenance and Customer Service—constantly reinforce best practices through any measures that may be necessary.

Consumer Rights Fines

	2024
Number of Fines	16
Amount of Fines (CLP million)	19.9

5.2.4  
DATA PRIVACY PROTECTION

SMU is committed to protecting the personal data of its employees, customers, suppliers and, in general, any individual who interacts with the Company. Therefore, its Corporate Personal Data Protection Policy outlines general guidelines for its personal data processing activities and establishes standards of conduct to ensure employees, suppliers and business partners comply with the privacy regulations applicable to their Company-related activities.

SMU’s data privacy compliance model is based on the ISO 31000 standard, emphasizing principles such as lawfulness, purpose, quality, transparency, information security, confidentiality, minimization and proportionality. In 2024, the Company worked to expand the effectiveness of the model, updating, creating, or adjusting policies, procedures and action plans. The Company has an Information Security and Data Privacy Committee that include representatives from various areas, including legal, compliance, technology and risk, who collaborate to address these issues comprehensively. SMU also has a dedicated subsidiary responsible for handling and protecting customer data, consolidating it into a storage repository and, under strict security standards, transforming the data into internal work codes. Finally, the Company has an Information Security Officer who is solely dedicated to protecting customer data.

Any processing of personal data must be lawful, meaning it must be supported by a legal hypothesis that authorizes the handling of personal data. It requires legal authorization,

consent from the data subject and whatever else the law stipulates at the time.

The Company informs its customers about the handling of their personal data through its terms and conditions and privacy policy, which are currently in effect and published on its various web pages. These documents address: a) who is responsible for the data; b) the nature of the data collected; c) the use of the data collected; d) exercise of ARCO Rights (Access, Rectification, Cancellation and Opposition (blocking and revocation of consent)) by the data subject; e) data protection; and f) the length of time personal data is retained. The Company also handles data for customer loyalty clubs, member categories or tiers and other benefits. SMU does not use the personal data of customers who have requested the cancellation or blocking of such data.

Given the importance SMU assigns to data protection, the Company reinforces security standards through training and communications campaigns. In 2024, over 4,000 employees received training on data privacy and information security.

SMU did not receive any sanctions for data protection violations or customer complaints regarding data loss in 2024. Importantly, any employee violation of the Data Privacy Policy, procedures or rules deriving therefrom may lead to disciplinary action under the Internal Regulations on Order, Hygiene and Safety.

### 5.2.5

#### EMPLOYEE RIGHTS PROTECTION

As established in its Corporate Sustainability Model, SMU is a company of people. Respect and concern for employee rights and wellbeing are paramount to the Company's values and culture. SMU has several policies, procedures and tools to ensure all its employees have complete and transparent information about their rights and how to report and/or consult suspected violations.

One such document, the Internal Regulations on Order, Hygiene and Safety, includes the Code of Ethics and Business Conduct. The internal regulations set the rules for several aspects of the labor relationship, including the workday, legal holidays, employee obligations and prohibitions, procedures for reporting violations of fundamental rights, workplace harassment, equal opportunity and social inclusion of people with disabilities.

Anyone who becomes aware of a potential violation of the law, regulations, the Code of Ethics and Business Conduct and/or internal policies or procedures may follow the

transparent process of filing a confidential report through the Whistleblower Complaints and Queries Channel. Reports can be anonymous.

Another document, the Procedure for Confidential Filing and Handling of Complaints Related to Unfair or Discriminatory Situations, establishes the methodology, responsibilities and actions to be taken when employees file a complaint about a situation they consider discriminatory.

The table below shows the sanctions for employee rights violations that SMU received in 2024.

Employee Rights Sanctions

	2024
Number of sanctions*	281
Amount of fines (CLP million)	362

\*Figure includes final, unappealable rulings and labor fines levied by the Labor Directorate in 2024.

In 2024, SMU was the subject of 44<sup>14</sup> job protection proceedings; importantly, it was not found to be at fault in any of them. The Company uses communications, training, talks, and other actions to discourage the associated conduct and prevent employee rights incidents.

5.2.5.1  
PREVENTING WORKPLACE HARASSMENT, SEXUAL HARASSMENT, AND VIOLENCE AT WORK

SMU promotes a good working environment and encourages respectful, honest and collaborative relationships among its employees. It does not tolerate workplace harassment, sexual harassment, or violence at work, and implement concrete actions to discourages such conduct through policies, procedures, training, communications campaigns and other actions. It also sanctions confirmed harassment and violence cases, per current law and the Code of Ethics and Business Conduct. The Gender Equality and Conciliation Management System (SGIGC) framework of the Company, describes the mechanisms and responsibilities for preventing, detecting, reporting, investigating, and sanctioning workplace and sexual harassment.

<sup>14</sup> Number of job lawsuits filed in 2024.

## INTEGRATED REPORT 2024

Training is an important tool to prevent workplace harassment, sexual harassment, and violence at work. It informs employees about how to prevent, detect, and address such behaviors, as well as the channels available to report violations. This training is part of the mandatory training program for all employees, with the only exceptions being individuals on extended medical leave, those whose employment ended by December, or those hired in the last month of the year who are in the process of completing the course.

### Workplace Harassment, Sexual Harassment and Violence at Work Prevention Training 2024

	No. of people trained	% of workforce trained
Workplace Harassment, Sexual Harassment and Violence at Work Prevention Training (2024)	<b>21,994</b>	<b>91%</b>

### Workplace Harassment Reports 2024

	Reports Filed by Women	Reports Filed by Men	Total Reports
Reports filed with the Company	<b>33</b>	<b>19</b>	<b>52</b>
Complaints filed with the Labor Department (or equivalent entity)	<b>39</b>	<b>10</b>	<b>49</b>
<b>Total reports of workplace harassment</b>	<b>72</b>	<b>29</b>	<b>101</b>

### Sexual Harassment Reports 2024

	Reports Filed by Women	Reports Filed by Men	Total Reports
Reports filed with the Company	<b>15</b>	<b>2</b>	<b>17</b>
Complaints filed with the Labor Department (or equivalent entity)	<b>1</b>	<b>-</b>	<b>1</b>
<b>Total reports of sexual harassment</b>	<b>16</b>	<b>2</b>	<b>18</b>

## Violence at Work Reports 2024

	Reports Filed by Women	Reports Filed by Men	Total Reports
Reports filed with the Company	3	3	6
Complaints filed with the Labor Department (or equivalent entity)	6	-	6
<b>Total reports of violence at work</b>	<b>9</b>	<b>3</b>	<b>12</b>

It should be noted that in 2024, there was a change in the applicable legislation that required the Company to modify how it records reports on these matters. Prior to the entry into force of Law No. 21,643 (“Karin Law”) on August 1, 2024, SMU accepted reports of workplace harassment, sexual harassment, and workplace violence that were submitted anonymously and/or without identifying a specific affected individual (“collective reports”). Therefore, for reports received during that period, it was not possible to identify the gender of the reporting party. Including the reports received between January 1 and July 31, 2024, and those received between August 1 and December 31, 2024, SMU received a total of 369 reports related to workplace harassment and mistreatment or violence in the workplace, and 39 reports of sexual harassment. Additionally, in 2024, disciplinary sanctions were applied under the terms established in the Internal Rules on Order, Hygiene, and Safety in 131 of the reported cases. For more information on sanctions, see section 5.1.2 Whistleblower Channel.

### 5.2.6

## ENVIRONMENTAL PROTECTION

One of the SMU Corporate Sustainability Model’s eight priority areas, SMU protects the environment through the Corporate Environmental Management Policy and specific procedures for issues like waste management and noise measurement. The Company seeks to prevent, control and mitigate the environmental impacts that its operations may cause, increasingly improve its relationship with its surroundings and positively conduct its business.

In 2024, SMU was not required to submit or implement any compliance programs or environmental remediation plans. The Environmental Qualification Resolution (RCA) for the Lo Aguirre distribution center contains environmental commitments, which are monitored periodically and audited annually to ensure full compliance. This follow-up includes monthly monitoring of LIBs, Reforestation Plan status, industry permits and other aspects. It is worth noting that SMU has upheld these environmental commitments.

SMU did not receive any sanctions for environmental violations in 2024.

## 5.3 REGULATORY FRAMEWORK

SMU is subject to the laws, standards, regulations and oversight that generally apply to companies operating in Chile and Peru. These include legislation on labor and social security, public health, consumer protection, environmental protection, securities and free competition as well as standards designed to ensure the health and safety conditions of the facilities where the Company sells and distributes food products. Regulations also include requirements to obtain approval for construction permits for Company facilities from the respective municipality.

### 5.3.1 CHILE

#### Consumer Protection Law and SERNAC

SMU and all of its formats operating in Chile are subject to the Consumer Protection Law (Law No. 14,496), with which the National Consumer Service (“SERNAC”) oversees compliance regarding final customers.

SERNAC has the authority to supervise, mediate, and sanction suppliers that violate consumer rights, as well as to file complaints with the local courts, initiate collective voluntary proceedings, and file class-action lawsuits when a class of consumers' collective or separate interests have been affected.

In recent years, consumer protections have been strengthened through Law No. 21,081, which modifies the Law on Protection of Consumer Rights, and Law No. 21,398 (the “Pro-Consumer Law”); defining measures to incentivize the protection of consumer rights; increasing the fines on suppliers found to have violated consumer rights; and granting SERNAC new oversight authority, including the power to require information and to carry out investigations. In addition, a new voluntary mediation procedure for suppliers and consumers has been created, and consumer rights relating to electronic commerce, false advertising, and standard form contracts have been strengthened.

#### Free Competition

SMU and all of its subsidiaries that operate in Chile are subject to the free competition regulations contained in Legal Decree No. 211, which promotes and defends free market competition.

Free competition is a fundamental element of a properly functioning economy, as it foment innovation, improves the quality of products and services, and promotes fair prices for consumers.

The National Economic Prosecutor's Office (FNE), the Chilean Antitrust Court (TDLC) and the Supreme Court are responsible for supervising, applying, and ensuring compliance with the regulations in force relating to free trade.

### **Regional Health Ministry Secretariats**

SMU's food retail stores in Chile are subject to oversight by the Regional Health Ministry Secretariats, which regularly inspect stores, take samples for analysis and ensure strict compliance with Food Sanitary Regulations and the Company's internal regulations, as well as all other measures required by the authorities, including the implementation of new protocols when necessary. The Company has a team of professionals that verify compliance with regulations, using different guides to ensure adhesion to internally defined processes. In addition, this area works directly with suppliers, using samples to verify quality analyses. When necessary, the Company hires laboratory analysis services to ensure that regulatory standards are met.

SMU's food retail stores in Chile are also subject to oversight by the Agriculture and Livestock Service.

## **5.3.2**

### **PERU**

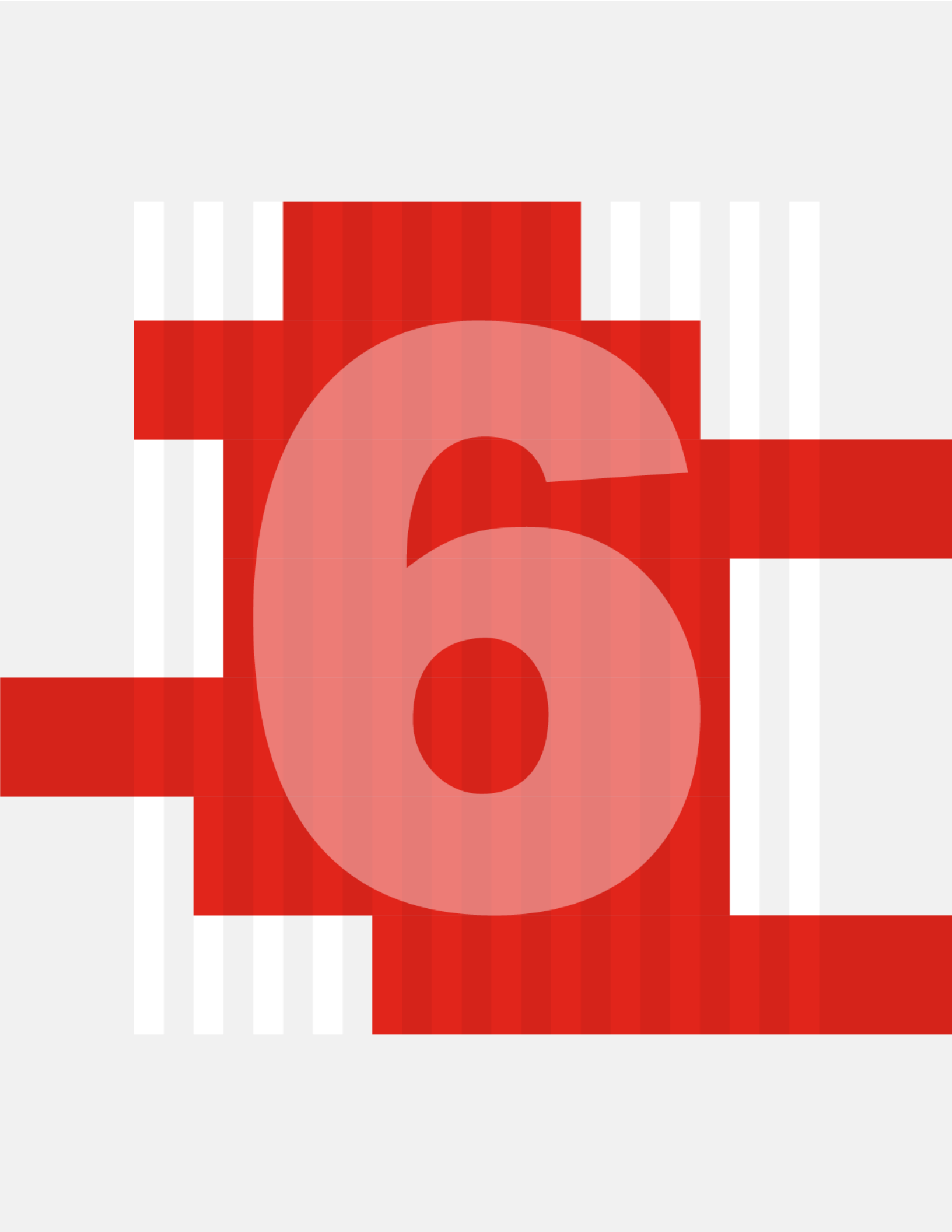
SMU subsidiaries that operate in Peru are subject to Legislative Decree No. 1034, which approved the Anti-Competitive Conduct Restriction Law, a piece of legislation that prohibits and sanctions anti-competitive practices. They are also subject to Law No. 29,751, the Consumer Defense and Protection Code. The National Defense of Competition and Protection of Intellectual Property Institute (INDECOPI) oversees compliance with these laws. Under the Fifth Complementary Provision of Urgent Decree No. 013-2019, corporate acquisitions and any other merger transactions are subject to prior approval by INDECOPI, in accordance with Law No. 31112 on Prior Control of Mergers and Acquisitions, in force since June 2021, which establishes that mergers and acquisitions that exceed the threshold defined by law require prior approval by the antitrust authorities.

Personal Data Privacy Protection regulations, designed to ensure proper handling of personal data, are also important to SMU subsidiary operations in Peru. Businesses must register with the Personal Data Bank, obtain prior informed consent from the owners of personal data, and

comply with other rules. The general regulations are set forth in the Personal Data Protection Law, Law No. 29,733 and its corresponding regulations, as approved under Supreme Decree No. 003-2013-JUS, which will be effective through March 29, 2025, as on March 30, 2025, a new regulation, approved under Supreme Decree No. 016-2024-JUS, enters into force. Directive No. 01-2020-JUS/DGTA-PD went into effect on April 6, 2020. It establishes provisions for handling personal data captured through video surveillance systems meant for security, job oversight and other purposes. The National Personal Data Protection Authority oversees compliance with these regulations.

Special governmental licenses or permits are not required for the sale and distribution of food and other products sold in SMU stores in Peru with the exception of the licenses required for the sale of alcoholic beverages, baked goods, pharmaceuticals, seafood and vegetables and the business licenses normally required by entities such as the Agriculture or Health Ministries. SMU's stores in Peru are subject to oversight by the General Food Safety and Environmental Health Directorate (DIGESA). The Health Ministry's technical regulatory agency verifies the safety of industrially produced food for human consumption. Local municipalities are responsible for conducting in-store health inspections.





# WE ARE A COMPANY OF PEOPLE

**SMU’s organizational culture is the cornerstone of its human resources management.** The strategy seeks to build excellent, agile teams that are customer-focused, collaborative, and committed to their daily work in an environment of respect that promotes diversity and inclusion.

TOPICS	PROGRESS IN 2024	SDG
Inclusion & Diversity	Certification of the Gender Equality and Work-Life Balance Management System under the standards of the Chilean Standard NCh 3262 for Alvi.	<div><div><div>1NO POVERTY</div><div></div></div><div><div>5GENDER EQUALITY</div><div></div></div><div><div>8DECENT WORK AND ECONOMIC GROWTH</div><div></div></div><div><div>10REDUCED INEQUALITIES</div><div></div></div><div><div>16PEACE, JUSTICE AND STRONG INSTITUTIONS</div><div></div></div></div>
Personnel Development	22% more participants in the caregiver program in 2024 compared to 2023.	
Labor Relations		
Managing People	Overall satisfaction score in the 2024 engagement survey: 74.3%, the best result since 2020.	
		Contributes to goals: 1.2    8.8 5.1    10.2 5.5    16.7 8.5

## 6.1 ORGANIZATIONAL CULTURE



Organizational culture shapes work and lends meaning through a shared perspective. As such, commitment to it is an essential part of implementing strategy. CERCA culture highlights the core values that characterize SMU and its employees: Closeness, Excellence, Respect, Collaboration and Agility.

SMU seeks to showcase and strengthen these values in daily life and work, emphasizing their connection to its business and alignment with its purpose and strategy. The Company reinforces its values through performance management, engagement and training processes.

### 6.1.1 ENGAGEMENT

In November 2024, SMU conducted a new round of its Engagement Survey, which is carried out every two years. This edition allows for comparison with the historical series of questions applied since 2018 and continues to strengthen the complementary analysis of the Employee Net Promoter Score, introduced in 2022. Additionally, five new questions were included to monitor the work environment and potential workplace harassment situations.

The satisfaction indicator for this year's survey remains within ranges considered good—that is, above 70%. The result of 74.3% includes responses from both Chile and Peru, with the greatest increases seen in questions related to recommending the company positively and understanding where and how to report violations of the Code of Ethics and Business Conduct. On the other hand, areas for improvement lie within the dimensions of Collaboration and Development Opportunities. As in previous years, the results are presented to teams through their managers, with the aim of jointly working on improvement plans, including centralized initiatives for units with lower results, higher employee concentration, and/or significant decreases compared to the previous survey round.

### Engagement Survey Results (\*)

	2024	2022
Response rate (%)	93%	96%
<b>SMU Engagement Survey</b>	<b>74.3%</b>	<b>73.8%</b>
<b>2023 Engagement Survey Target</b>	<b>70.0%</b>	<b>70.0%</b>

\* The Engagement Survey was available online to all employees who have worked for SMU for at least one month.

### Engagement Survey Results by Gender

	2024	2022
Women	73.6%	73.3%
Men	75.5%	74.9%

### Engagement Survey Results by Age Group

	2024	2022
18 to 25 years	75.5%	74.7%
26 to 36 years	70.9%	70.8%
37 to 49 years	73.7%	74.5%
50 and over	77.3%	76.1%

## **6.2 EMPLOYEE DEVELOPMENT**

At SMU, people are fundamental to achieving the established objectives and fulfilling the business purpose. Attracting and retaining talent are key factors for development and, thus, the Company's sustainability, which includes training and development programs; a performance evaluation system; and a competitive incentive structure that also safeguards equity.

The Company's annual training plan builds a common foundation of knowledge required for business and prepares employees with the training and talents that the environment, business developments and projects of the future demand.

To promote diversity of skills, knowledge, experience and perspectives at the organization, SMU promotes hiring and development programs for young people, people with disabilities, senior citizens and women.

### **6.2.1 HIRING**

SMU's hiring and recruitment processes harness internal talent and attract external talent to build a team capable of fulfilling the Company's corporate purpose and achieving its strategic objectives.

The Recruitment and Selection Procedure establishes the criteria for recruiting and selecting candidates to fill vacant positions so that the processes are transparent, bias-free, objective and traceable. The procedures ensure equal opportunity for men and women, regardless of ethnicity, religion, sexual orientation or any other factor that could hinder an individual's opportunity to access a position at SMU.

All SMU employees receive annual performance evaluations. The Company offers development programs for individuals with outstanding results at all levels of the organization and gives them priority access to growth opportunities. Similarly, job vacancies are openly shared with all employees to prioritize internal development over external recruitment. Each selection process considers performance data in conjunction with the Recruitment and Selection Area's position-specific evaluation.

## Internal Mobility

	2024	2023
<b>Vacancies filled internally (%) (*)</b>	<b>48%</b>	<b>54%</b>

\*Excludes entry-level positions, which by definition cannot be filled internally.

At SMU and its subsidiaries, the hiring process is integrated from recruitment and selection through digital preparation of employment documents, assignment of the operations induction process and monitoring. The preferred application method is through each format's Work with Us web portal, which integrates application management and online evaluation.

## New Hires by Gender

	2024	2023
Women	3,796	4,032
Men	3,905	3,806
<b>Total New Hires</b>	<b>7,701</b>	<b>7,838</b>

## New Hires by Age Group

	2024	2023
Under 30 years	5,054	5,290
30 to 50 years	2,227	2,141
Over 50 years	420	407

## New Hires by Position

	2024	2023
Senior Management	2	-
Middle Management	34	11
Junior Management	92	78
Operator	2,661	2,750
Sales Force	4,340	4,387
Administrative	71	62
Other Professionals	201	207
Other Technicians	300	343

### 6.2.2 TRAINING

At SMU and its subsidiaries, training focuses on current job performance and employee development to support the Company's objectives. The CERCA organizational culture is the backdrop that ensures employees get the tools they need to learn and develop skills aligned with the Company's strategic plan.

The SMU Training Policy focuses on employee performance and prepares them for future positions through skill-building and development programs that broaden and reinforce knowledge and technical skills, in addition to other training activities. The policy ensures high coverage and a simple, practical training experience that aligns with business objectives, company strategy and CERCA culture.

The SMU Training Management Procedure ensures that training is correct, timely and aligned with objectives, business strategies and culture. It promotes employee development without discrimination or bias on the basis of gender, age, disability or nationality. The procedure guarantees gender equity and weighs certain conditions when deciding who has access to training.

## INTEGRATED REPORT 2024

In 2024, training in Chile focused on the following programs:

**Operations Induction for Store Leaders and Entry-level Positions:** The induction model for leadership positions provides thorough instruction on operating procedures and formal support for the first 30 days on the job. For entry-level positions, the model includes on-the-job training by work-center leaders. In 2024, the coverage rate for new hires was 81%.

**Store Openings and New Store Processes:** The induction and training process for store openings and/or new processes is critical to ensuring good customer service and adherence to internal processes from the first day of operations. In 2024, 14 new stores were opened in Chile, in which the on-site training and support program was implemented, covering more than 300 employees.

**Job Certification, Operational Leaders, Specialties, and Base Positions:** This is a knowledge standardization program aimed at all roles within stores and distribution centers. In 2024, a plan was carried out to reinforce field practices and work processes, with the active participation of leaders and base-level positions, training 37,000 employees.

### **Operational Leadership Program:**

This program was designed and implemented in 2024 with the goal of developing operational leaders capable of understanding, identifying, analyzing, and managing key business indicators, the year's operational focus areas, and new processes. At the same time, it aims to apply the CERCA leadership model to motivate and inspire their teams. In doing so, leaders and their teams deliver the best service to customers across different formats and contribute to the achievement of the Company's strategic objectives. More than 2,100 employees participated in this program, including store managers and department heads, as well as supervisors from the distribution centers, with 76% participation coverage of the targeted roles.

**Regulations Program:** This program builds knowledge and commitment to issues critical to business operations, e.g., free competition, consumers, human resources, prevention and culture.

### **Training**

	2024	2023
Total training time	2,243,930	2,565,457
Number of employees trained	22,238	22,850
Percent of headcount trained	92%	97%



### Training by Position and Gender (\*)

	2024						2023					
	Women		Men		Total		Women		Men		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Senior Management	5	0.02	8	0.03	13	0.1	4	0.02	8	0.03	12	0.1
Middle Management	77	0.3	166	0.7	243	1.0	68	0.3	150	0.6	218	0.9
Junior Management	299	1.2	516	2.1	815	3.4	277	1.2	500	2.1	777	3.3
Operator	6,280	25.9	3,586	14.8	9,866	40.7	6,656	28.3	3,784	16.1	10,440	44.3
Sales Force	4,968	20.5	1,847	7.6	6,815	28.1	5,352	22.7	1,686	7.2	7,038	29.9
Administrative	461	1.9	243	1.0	704	2.9	486	2.1	239	1.0	725	3.1
Other Professionals	352	1.5	439	1.8	791	3.3	350	1.5	409	1.7	759	3.2
Other Technicians	1,716	7.1	1,275	5.3	2,991	12.3	1,654	7.0	1,225	5.2	2,879	12.2
<b>Total</b>	<b>14,158</b>	<b>58.4</b>	<b>8,080</b>	<b>33.3</b>	<b>22,238</b>	<b>91.7</b>	<b>14,849</b>	<b>63.1</b>	<b>8,001</b>	<b>34.0</b>	<b>22,850</b>	<b>97.0</b>

\*Percentages are calculated on the total allocation.

### Average Training Time by Position and Gender (Hours)

	2024		2023	
	Women	Men	Women	Men
Senior Management	67	52	64	49
Middle Management	83	64	62	65
Junior Management	160	178	160	174
Operator	87	72	86	95
Sales Force	85	95	88	120
Administrative	66	87	122	97
Other Professionals	77	98	80	80
Other Technicians	126	133	213	203
<b>Total</b>	<b>91</b>	<b>95</b>	<b>103</b>	<b>120</b>

### Average Training Time by Age Range (Hours)

	2024	2023
Under 30 years	93	57
30 to 50 years	91	241
Over 50 años	95	91
<b>Total</b>	<b>93</b>	<b>109</b>

### Training Hours by Topic

	2024	2023
Skills needed for current role	1,925,580	2,169,119
Development for future roles	70,014	141,532
Courses on regulation	248,336	254,806

### Investment in Training

	2024	2023
Total training time (hours)	2,243,930	2,565,457
Average training time per employee (hours)	93	109
Amount spent on training (Millions of CLP)	2,450	2,282
Amount spent on training (% of revenue)	0.1%	0.1%
Amount spent on training per employee (CLP)	101,057	96,900

During 2024, the training plan focused especially on updating job-specific knowledge, as well as reinforcing and supporting leadership skills for managerial roles.

6.2.3  
PERFORMANCE EVALUATION

The full Performance Management model provides 100% of the employees with the opportunity to be evaluated and receive feedback from their supervisor at least annually.

There are two different evaluation processes. The first, the Performance Cycle, applies to operations support staff and individuals in leadership positions who have been with the Company for more than three months. Meanwhile, the Performance Appraisal process is geared toward people who have been working in stores and distribution centers in Chile and Peru for more than one month.

The Performance Cycle now includes setting, monitoring and evaluating individual goals to measure progress and personal development. This complementary section enables supervisors and their teams to align the year’s efforts and work toward clear, measurable objectives. For entry-level positions, the goals are specified in action plans based on the identified opportunities.

Communication campaigns, training activities and team monitoring facilitate understanding of evaluation and performance appraisal tools among local human resources staff, store managers and operations supervisors.

Given the broad coverage, data from the finished process facilitates comparative achievement-level analysis. SMU can offer outstanding performers access to development programs and create action plans for those who need additional support to improve performance for the next work cycle.

Performance Evaluation: Target Group Coverage (\*)

	2024	2023
Employees evaluated	96%	98%

\* Percentage of target workforce group evaluated. The annual performance evaluation cycle finishes in the first quarter of the following year. Thus, the 2023 figure is preliminary.

## 6.2.4

### TALENT ATTRACTION AND DEVELOPMENT PROGRAMS

At SMU, employee development is seen as a continuous cycle, with performance evaluation playing a central role, as it is closely linked to development and recognition programs. It enables the identification of continuous improvement opportunities across the Company's operations. In addition, SMU has several initiatives aimed at attracting talent to meet both current and future business needs.

In 2024, SMU promoted various initiatives under the "Differentiated Leadership Development" program, which is based on the performance evaluation process and seeks to prepare high-performing employees to take on the next level of development within the organization. Once again in 2024, SMU participated in the Merco Talento study, ranking for the second time among the top 100 companies in Chile for attracting and retaining talent—moving up from position 100 to 51.



Focused on operational and leadership positions, **Develop Your Career** program enables outstanding performers to take on new responsibilities and career challenges within the Company.

Given SMU's strong organic growth as part of its business strategy, it **is critical to have trained employees ready to assume more specialized roles in new stores**, as well as to fill regular replacement needs. By prioritizing internal recruitment, the program helps the Company **shorten hiring and training timelines** for specialized roles while also **reducing recruitment costs**.

Developed in partnership with the renowned AIEP Professional Institute, the program offers a range of learning pathways such as Store Management, New Supervisory Roles, Logistics Operations Management, Treasury, and Perishables. These courses combine both transversal and technical topics like inventory, people management, customer service, communication, and accounting.

#### Impact:

- In 2024, **735 employees** participated in the program.
- In the last three years, **36%** of program graduates experienced **career growth or internal mobility**, and in 2024 the figure reached **52%**.

**Operational Leadership** is a program that aims to develop operational leaders so that they, together with their teams, can **deliver the best service to customers** across SMU's different store formats, thereby contributing to the Company's strategic goals.



The program content is **directly aligned with key business indicators** such as sales, performance gaps, NPS, product availability, and more. It emphasizes the analysis and management of these metrics, helping leaders understand their results, identify key levers, and develop action plans to correct deviations and meet business unit targets. Additionally, in-field leadership workshops are held with managers to reinforce leadership practices.

**Impact:**

- In 2024, **2,418 store managers, department heads and distribution center supervisors** participated in the program, reaching **76% of the target population**.
- Significant improvement in **NPS in 2024, with a 6.8-point increase versus 2023**.
- The Engagement Survey recorded its **best historical result (74% positive perception)** in the leadership category, with the question "My manager gives me clear and timely feedback about how I'm doing my job, including what I do well and what I should improve" **improving by 7.2 points** over 2023.

**Leadership Pool:** Since 2019, the "Leadership Pool" program has ensured the ongoing recruitment and development of high-potential individuals in key operational roles, helping guarantee talent availability across the business. In 2024, over 100 new employees joined various formats through this program, including second-line management roles in stores and Administrator Trainees who, after six months of training, are prepared to lead stores across different formats.

**Logistics Operators:** This theoretical and practical logistics training plan promotes the incorporation of women in logistics operations. In 2024, 10 new female operators joined the Lo Aguirre Distribution Center.

**Internship and Professional Experience Reports Program:** This program monitors promising students who need to complete an internship or professional experience report as a university graduation requirement. It supports students in their experience and attract those interested in joining the Company.

### **6.2.5**

## **COMPENSATION STRUCTURE**

Compensation management helps attract and retain talent and is, thus, crucial to SMU's human resource management strategy. Fiercely committed to equity and compensation equality, SMU has used the GGS (global grading system) valuation of positions system and its respective platform provided by WTW (Willis Towers Watson) for over ten years.

The GGS is based on the principles of internal equity and external competitiveness. It is applied impartially and without distinction to determine the salary for each position and prevents the inclusion of components that could cause distortions and/or arbitrary discrimination based on gender, age, nationality or other aspects.

The SMU Remunerations and Compensation Policy dictates that each GGS level be assigned a total compensation bracket (fixed and variable remunerations plus quantifiable benefits). Based on the GGS assessment, every SMU position must also be assigned a salary bracket, ensuring that compensation is fair and based on employee performance and contribution to the organization.

The Remunerations and Compensation Policy and the Internal Regulations on Order, Hygiene and Safety include a complaint procedure as an additional safeguard. Any employee who believes the right to equal remunerations has been violated or not respected may submit a written complaint describing the unequal remuneration, attaching the background information s/he deems necessary (e.g., knowledge and skills evaluations, technical skills, experience) to substantiate the claim. This procedure enables all SMU employees to promote pay equity.

As part of SMU's commitment to non-discrimination, the Remunerations and Compensation Policy establishes a series of measures to ensure non-sexist compensation:

- At least every six months, a salary gap and gender participation study detects any differences in the remunerations that men and women receive by type of position and position level. It also examines their participation in the different positions and levels at the Company.
- Positions are calibrated when pertinent, regardless of whether they are occupied primarily by men or women.
- SMU ensures equal access for men and women to variable incentives, as evaluations are based on positions rather than individuals.

- The Company verifies that positions occupied mostly by men do not have a greater number of factors associated with benefits than those occupied mostly by women. It checks that there is no discriminatory weight in the values assigned to these factors.
- Compensation is reported to the Selection Area before any internal, external or mixed search processes to avoid and eliminate any variance in starting pay. Furthermore, the selected candidate's final compensation may not be below that established in the Remunerations and Compensation Policy, i.e., the lowest point of the assigned salary bracket.
- Certain established parameters are monitored to ensure the proper functioning of non-discrimination measures, including the evolution of the gender pay gap and the proportion of employees who have received a compensation increase due to merit or a change in position or duties during the year.

### Pay equity (\*)

	Pay Equity (Mean)	Pay Equity (Median)
Senior management	99%	94%
Middle management	80%	91%
Junior management	94%	91%
Operator	102%	103%
Sales force	112%	108%
Administrative	108%	104%
Other professionals	89%	88%
Other technicians	92%	96%

\*Pay equity is measured as the mean/median gross hourly salaries (including fixed and variable components) of all female employees in a group of positions divided by the gross hourly salary (including fixed and variable components) of all male employees in the same group of positions. In the Senior Management group, the general manager is excluded to maintain data consistency in this segment.

### Incentives

SMU's variable compensation model encourages employees to work more efficiently and focus on achieving the Company's objectives. Including department and/or area-specific performance objectives in the variable compensation structure allows the Company to recognize and reward a job well done at all levels.

The organization's strategic objectives align with employee incentives, thus improving talent retention and fostering a more collaborative, results-oriented work environment. The variable compensation structure encourages employees to work together toward common goals rather than focusing exclusively on personal interests. These objectives are proposed by Management and ultimately set and approved annually by the Company's Board of Directors.

The Company strives to set fair, transparent incentives tied to clear, measurable and widely understood objectives. To that end, the variable compensation model is a valuable tool for motivating and retaining the most talented and committed employees.

## 6.3 DIVERSITY AND INCLUSION

Since its founding, contributing to a more diverse and inclusive society has been essential to SMU's corporate identity. CERCA culture and the value of Respect amplify this commitment. The corporate principles of diversity and inclusion are reaffirmed in the Code of Ethics and Business Conduct; Internal Rules of Order, Hygiene and Safety; and Diversity and Inclusion Policy. To maximize impact, the Company also promotes diversity and inclusion among its employees and their families, customers, suppliers and the surrounding community.

The SMU Diversity and Inclusion Model frames operations within the principles of non-discrimination and respect, focusing on four types of diversity: gender, immigrants, generations and disability.

The model includes two communications and cultural change programs. The *#QueNoSeaTema* Program provides practical tools and guidelines, while the Myth Busting Program focuses on uncovering unconscious bias regarding different stakeholders.

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### SMU's Diversity and Inclusion Model





### 6.3.1 GENDER

SMU recognizes the importance of progress on equality of opportunity for women and men regarding access to employment, training and professional development, and working conditions. The Diversity and Inclusion Model includes several related initiatives, and the Company participates in rankings and assessments to measure its performance, identify gaps and develop action plans.

SMU's figures for female participation in leadership positions reflect its commitment to and management of gender equity and equality. At the Board level, two of SMU's nine directors (22.2%) are women, two of whom serve as Chairperson and Vice Chairperson. Women hold 32% of senior management and management positions and 37% of leadership positions, bringing the 2024 overall percentage of leadership positions held by women to 36%. Women also comprise a large percentage (64.5%) of SMU's workforce.

#### Norma Chilena 3262:2021

In 2024, SMU continued to make progress with its Gender Equality and Work-Life Balance Management System across its different formats, aiming to expand its certification under the Chilean Standard 3262:2021. In the case of Alvi, the management system was successfully implemented by developing procedures and launching various action plans, which enabled the evaluation of the system's implementation and the achievement of certification. Unimarc, in turn, made progress by conducting a feasibility assessment for implementing the management system.

The Management Systems of both SMU S.A. and Servicios Logísticos Santiago have received the *Iguala Conciliación* Seal granted by the National Women's and Gender Equality Service, while Alvi is currently in the process of applying for the same seal.

#### Management System for Gender Equality and Work, Family and Personal Life Balance

- Gap detection
- Development of action plans to reduce or eliminate gaps detected.
- Internal training
- Update and creation of procedures with gender perspective
- Creation of an internal audit team focused on gender equality and work-life balance.



**SMU, WORKING FOR  
GENDER EQUALITY  
PROCESS OF CERTIFICATION  
UNDER CHILEAN REGULATION  
ON GENDER EQUITY AND  
WORK-LIFE BALANCE**

### Gender equality: 2024 – 2025 Goals

SMU has set a series of specific goals to further advance gender equality:

- Make progress on a Gender Equality and Work-Life Balance Management System under **Chilean Regulation NCh 3,262 (2021)** in the remaining formats. Earn the required recertifications until 100% of the operations in Chile have certified management systems.
- Promote the incorporation of women in traditionally male-dominated jobs—e.g., through the training program for female logistics operators—increasing participation by an average of 1% between 2024 and 2025.
- Include more women in STEM fields—information technology, systems, innovation, digital transformation and e-commerce—increasing female participation by an average of 5% between 2024 and 2025.

The Board of Directors has committed to and provided guidelines for these goals. It hears periodic progress reports, along with management.

### Collaborating to promote gender equity

SMU has and builds collaborative relationships on gender issues with the following organizations:

- **UN Women:** SMU Chile is part of the UN Women Global WEPs community. Community members commit to the Women's Empowerment Principles (WEPs), promote gender equality and develop female employees.
- **Red Activa:** SMU has been a member of this network, which promotes gender equality and more inclusive policies, since 2020.
- **Acción Empresas:** SMU actively participates in the Acción Empresas working group on people, through which it supports diversity promotion initiatives. In 2024, it was on the people and work committee, addressing issues including shared responsibility and quality of life.
- **Global Compact:** In late 2021, SMU signed a Letter of Commitment to the UN Global Compact, supporting objectives that contribute to meeting the Sustainable Development Goals (SDG) by 2030.
- **SernamEG:** The Chilean National Service for Women and Gender Equity provides technical assistance for materials development and supports specific gender equity initiatives.

### 6.3.2 IMMIGRANTS

In our globalized world, immigrants offer a great opportunity in terms of attracting talent and valuing diversity on work teams. Thus, SMU has taken several actions to hire people of different nationalities and create discrimination-free working environments with equal treatment.

Under the #QueNoSeaTema campaign, the Welcome Guide for Immigrants is a tool offered by SMU that is part of the corporate induction program that aims to improve retention. It helps immigrants joining the Company, identifies internal and social support channels, provides information on immigration-related public services and offers recommendations for successfully joining work teams.

SMU collaborates with several organizations that advocate for and protect immigrant dignity and rights, including the UN International Organization for Migration (IOM) and the Intercultural Companies Network.

As of December 2024, SMU Chile and Peru employ 708 immigrants, comprising 2.9% of the workforce.

#### Immigrants at SMU as of 12.31.2024

	SMU Chile		SMU Peru	
	Number	%	Number	%
Locals	22,777	97.0%	762	99.7%
Foreigners	706	3.0%	2	0.3%

### 6.3.3 GENERATIONS

SMU is convinced that work teams benefit from intergenerationality and the contribution of the experience of people at different life stages. In 2024, the Company participated in several related activities and initiatives, including:

- **Publication of the guide “Debunking Myths: Generations”**, highlighting the importance of each generation within the Company.

- Participation in **Collective Learning Sessions of the Business Network with Experience**, an initiative led by SeniorLab at the Pontificia Universidad Católica, aimed at promoting multisector initiatives that address the challenges of aging.
- **Volunteering with Fundación Las Rosas**, carrying out a series of activities with one of the Foundation's care homes.
- SMU training program: **Programmer Trainees** in conjunction with the Generation Foundation and AIE
- **Connecting Your Talent Career Fair**: Brings companies and the student community together to offer the best alternatives for joining the labor market.
- **Trabajando Pro!** A community of companies that offer jobs without bias as part of their commitment to the inclusion of people over 50.

### 6.3.4 DISABILITY

SMU's historical focus on inclusion for individuals with disabilities began early on through its relationship with the Teletón and Descúbreme foundations. The Company seeks to foster true inclusiveness in the workplace and provide work that helps people with disabilities support themselves. As of December 2024, SMU employs 316 people with disabilities.

As part of ongoing efforts to promote inclusion and formalize the Company's commitment to workplace inclusion and fostering work environments of respect, diversity and inclusion, by 2024, 19 SMU employees have become certified Workplace Inclusion Managers through the *Chile Valora* National Job Skills Certification System.

#### Caregivers Program

The Caregivers Program is created to support the complex problems of people caring for dependent family members who require constant care due to an illness or disability. The program facilitates balance between work and the shared responsibility of caring for the family member. It includes a team of social workers who provide the support employees need in accessing social benefits, supporting health care management, conducting home visits and drafting reports. In 2024, participation in the program increased by 22%, reaching 528 people, 84% of whom were women. Of those requiring care, 59% were children and adolescents, and 41% were adults.

In its third year, the caregivers' support network continues meeting virtually to discuss support issues and share useful tools for the caregivers.

### **Silent Hour and TEAcompañamos Program**

In 2024, this initiative was implemented in the Unimarc and Mayorista 10 formats, designating one hour each day to provide a positive and pleasant shopping experience for individuals with Autism Spectrum Disorder (ASD) and other neurodivergent conditions. During this hour, store lighting is dimmed, music volume is lowered, and an exclusive checkout lane is made available. The program also includes training for employees.

### **Colaboración para fomentar la inclusión laboral**

Para seguir adoptando mejores prácticas, y para compartir sus experiencias, SMU trabaja colaborativamente con instituciones que promueven la inclusión laboral de personas en situación de discapacidad. Estas organizaciones incluyen Oficinas Municipales de Intermediación Laboral; Oficinas de Discapacidad, Bolsas de Empleo Universitarias, Centros de Rehabilitación de Salud Mental y Organismos Técnicos de Capacitación, entre otras.

Adicionalmente, SMU es parte de la Red de Empresas Inclusivas (REIN) participando activamente en diversas actividades, como Café con Tema, y el Comité de Inclusión Laboral (CIL) de la Sociedad de Fomento Fabril (SOFOFA.).

## **6.3.5**

### **PROMOTING INCLUSIVE CULTURE**

The SMU Inclusion Model involves employees, their families, customers, suppliers and the surrounding community.

#### **Contractor Awareness**

The Company held its sixth annual Contractor's Day to support inclusion at SMU contractors. The event drew 132 participants from 101 contractors and focused on how to detect and handle domestic violence through the Gender Equality and Work-Life Balance System.

This year, SMU surveyed its contractors for the fifth time to understand their realities and how they address workplace inclusion. Sixty-seven companies participated, with the following results:

- 24% of the companies report having a policy or formal commitment on D&I issues, while 49% are considering beginning the process.
- 32% of companies report having a designated individual responsible for D&I issues at their organization.
- 16% (11 companies) indicate they employ people with disabilities.

### **Collaborative work with foundations and organizations**

SMU works with foundations and organizations to enhance its contribution to a more diverse and inclusive society. More information on these efforts, which are closely connected to the Company's Diversity and Inclusion Model, is available in Section 9.2.

### **6.3.6**

#### **2024 AWARDS AND RECOGNITIONS**

- **Gender Equality and Work-Life Balance Management System Certification** under Chilean Regulation NCh 3,262 for Alvi.
- **Iguala Work-Life Balance Seal:** Chile's National Service for Women and Gender Equality recognized SMU as a company that takes action to support gender equality and work-life balance.
- **IMAD (Women in Senior Management) Ranking:** SMU ranked among the top five companies in the retail sector, achieving 5<sup>th</sup> place out of a total of 28 companies in the same sector.
- **Impulsa Best Gender Diversity Indicators Award** from Fundación ChileMujeres, PwC and LT Pulso. For the second consecutive year, SMU stands out as the best company in the retail category.
- **UN Women's Female Business Empowerment Tool:** SMU retained its position in the Leader category with an 84% score that reflects several gender equality policies and practices.

## **6.4 BENEFITS AND WELLBEING**

To positively impact the quality of life of employees and their families, SMU works on a 360° Value Proposition that identifies what they experience and feel in their relationship with the Company, their managers, and the work environment. In this context, the **Bien Estar** program seeks to foster pride, engagement, and belonging, with a strong focus on the physical and mental health of employees and their families. It promotes self-care and respect for all individuals, aiming to become a key factor in attracting new talent and retaining existing talent.

Several program initiatives facilitate work-life-family balance, promote company values on sustainability and caring for the environment and aim to make the company a real agent of inclusion and diversity.

Additionally, the Company has agreements with third parties to meet employee needs and support family budgets by granting them access to services at preferential prices or conditions. Employees select from a wide array of options.

#### **6.4.1**

##### **WORK-LIFE-FAMILY BALANCE**

The Gender Equality and Work-Life Balance System creates conditions that foster shared responsibility and balance across the different dimensions of employees' lives.

##### **Job Flexibility and Adaptability**

SMU promotes employee quality of life through policies and programs that facilitate work-life balance. Depending on the nature of each position, the Company offers different alternatives for work schedules (part-time and full-time) and hours (start and end times). Compatible positions may opt for a hybrid work system, dividing time between company premises and working remotely.

Additionally, in response to the new requirements of the Work and Family Reconciliation Law, the Company implemented a system that allows employees to request the adaptability measures established by the law. These measures include, for example, temporary shift modifications during school vacations and remote work for individuals with children under the age of 14 or who are responsible for the care of a person with a disability or in a situation of moderate or severe dependency, among others. Granting these requests requires that the functions performed be compatible with remote work.

SMU supported the implementation of the system with a communication campaign directed at employees and their managers. For approved requests, a hybrid work arrangement was granted, with in-person attendance required on certain days of the week.

### Employees with adaptability agreements 2024 (\*)

	No.	%
Women with adaptability agreements for employees with family responsibilities and flexible hour bands for those caring for children up to 12 years old.	64	0.3%
Men with adaptability agreements for employees with family responsibilities and flexible hour bands for those caring for children up to 12 years old.	33	0.1%
<b>Total</b>	<b>97</b>	<b>0.4%</b>

\* The requests received and granted correspond exclusively to individuals caring for children up to 12 years old, not to employees with other family responsibilities.

SMU also has a Caregiver Program, through which leave is granted to employees responsible for a family member who requires permanent care due to an illness or disability that results in dependency. More information is available in section 6.3.4.

In terms of work-life balance, in April 2023, a change in Chile's labor legislation shortened the workday to improve the quality of life of workers and their families. The law provides for a gradual reduction of the legal workweek from 45 to 40 hours over a five-year period beginning in April 2024, when it goes down to 44 hours.

SMU, however, had already decided to move forward with this initiative at an accelerated pace by directly reducing the workweek to 40 hours in stores that are 100% aligned with the operational model implemented by the Company as part of its strategic plan. In doing so, SMU promotes a better quality of life for its employees and their families.

### Workforce by Schedule and Gender

	Full-Time				Part-Time			
	2024		2023		2024		2023	
	No.	%	No.	%	No.	%	No.	%
Women	10,920	45%	10,880	46%	4,719	19%	4,459	19%
Men	6,514	27%	6,506	28%	2,094	9%	1,705	7%
<b>Total</b>	<b>17,434</b>	<b>72%</b>	<b>17,386</b>	<b>74%</b>	<b>6,813</b>	<b>28%</b>	<b>6,164</b>	<b>26%</b>



## Employees Working Partially Remotely (\*)

	2024	2024	2023	2023
	No.	%	No.	%
Women	608	2.5%	585	2%
Men	723	3.0%	696	3%
<b>Total</b>	<b>1,331</b>	<b>5.5%</b>	<b>1,281</b>	<b>5%</b>

\* SMU has a hybrid remote work system, distributing work between days at the Company premises and other days from a location of the individual's choice, for compatible positions. SMU does not have fully remote employees.

## Parental Leave

As part of the CERCA culture and the Diversity and Inclusion Model, the *#QueNoSeaTema* campaign raises awareness among employees and contractors regarding shared responsibility. It shares internal statistics and invites employees to learn about and use parental leave benefits. The campaign's Parents Guides cover shared parental responsibility, applicable Chilean regulations, best practices and advice associated with benefits, and initiatives that foster shared responsibility and contribute to better work-life-family balance.

Under Chilean law, pregnant employees are entitled to state-subsidized paid maternity leave. The leave is divided into three rest periods:

- **Prenatal leave:** six weeks before delivery
- **Postnatal leave:** twelve weeks postpartum
- **Postnatal parental leave:** an additional twelve weeks after the end of the postnatal leave period. The mother may cede a portion of this time to the newborn's father.

Under Chilean law, fathers are entitled to five days of paid leave, which can be taken at the father's discretion within the first month of birth.

Through its Parental Rights and Benefits guides, SMU reinforces topics such as:

- Preventive care for the gestational person
- Prenatal leave
- Job protections for new and expectant mothers
- Postnatal and postnatal parental leave
- Paternity leave
- Child feeding leave for children under two years of age
- Daycare benefits

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To promote gender equality and work-life-family balance, SMU and its subsidiaries offer the gestational parent a flexible return for the first month after parental leave. Such flexibility fosters better balance as they return to work. Likewise, the father or non-gestational parent is entitled to five additional days of leave beyond those legally required. The additional days may be used during the child's first year.

The Company published Parents guides and a Welcome Guide for Immigrants to inform employees about maternity and paternity rights and promote their use. The guides encourage employees to take part in best practices in shared responsibility, reminding them that this involves both parents consistently doing their fair share in raising their children for the benefit of the entire family group.

At SMU Peru, some benefits are mandated by law:

- **Maternity leave:** This paid leave is available to any female employee expecting a child. It begins on the date determined by the treating physician (prenatal) and ends 98 calendar days later (includes postnatal period). Leave is extended to 128 days for a multiple birth.
- **Breastfeeding schedule:** This benefit begins when the employee returns to work after maternity leave. Breastfeeding mothers are entitled to one hour daily to nurse the baby at home until the baby is one year old. For a multiple birth, they are entitled to an additional hour daily.
- **Paternity leave:** This ten-calendar-day paid leave is available to employees who become fathers and begins the day the baby is born. Leave is extended to 20 calendar days for a multiple birth and to 30 calendar days if the newborn has a congenital disease, terminal illness or severe disability or the mother has serious health complications.

### Use of Maternity and Paternity Leave (Chile)

	2024			2023		
	Women	Men (Paternity leave 5 days)	Men (Parental leave 6 weeks)	Women	Men (Paternity leave 5 days)	Men (Parental leave 6 weeks)
People eligible to take parental leave	486	123	123	569	165	165
People who took parental leave	486	106	1	569	129	0
Percent of people who took parental leave	100%	86.2%	0.8%	100%	78.2%	0%

### Use of Maternity and Paternity Leave (Peru)

	2024		2023	
	Women	Men (Paternity leave 10 days)	Women	Men (Paternity leave 10 days)
People eligible to take parental leave	19	5	16	16
People who took parental leave	19	5	16	16
Percent of people who took parental leave	100%	100%	100%	100%

### Maternity and Paternity Leave: Average Days Used by Functional Role (Chile)

	Women		Men (Paternity leave 5 days)		Men (Paternity leave 6 weeks)	
	2024	2023	2024	2023	2024	2023
Senior Management	N/A	N/A	8	N/A	0	N/A
Middle Management	123	168	8	7	0	0
Junior Management	141	133	9	6	0	0
Operator	121	140	6	5	42	0
Sales Force	124	139	6	5	0	0
Administrative	111	134	5	6	0	0
Other Professionals	139	141	11	8	0	0
Other Technicians	108	140	7	5	0	0

Maternity and Paternity Leave: Average Days Used by Functional Role (Peru)

	Women		Men (Paternity leave 10 days)	
	2024	2023	2024	2023
Senior Management	N/A	N/A	N/A	N/A
Middle Management	N/A	95	N/A	N/A
Junior Management	62	89	10	10
Operator	N/A	N/A	N/A	10
Sales Force	69	61	10	10
Administrative	N/A	33	N/A	10
Other Professionals	41	42	N/A	10
Other Technicians	41	46	10	7

## 6.4.2

### WELLBEING PROGRAM

In 2024, SMU continued its Wellbeing Program, promoting healthy habits and self-care while sharing important disease-prevention information.

This program aims to facilitate access to information related to where and how people should receive medical care, details about AUGE coverage, and also address emerging health-related issues. It operates along three main pillars: Physical Health Prevention, Mental Health, and Personal Care and Healthy Habits. Through talks, discussions, and partnerships, various topics were addressed within these three areas, including cancer prevention, promotion of physical activity, anxiety management, emotional health, relationships, muscle mass care, and healthy eating, among others.

### **6.4.3**

#### **DOMESTIC VIOLENCE PREVENTION PROGRAM**

SMU and its subsidiaries have developed a Domestic Violence Prevention Program, which includes talks in conjunction with Chile's National Women's Service (SernamEG) and UN Women Chile.

An additional self-diagnostic raises awareness of the issue and provides tools to determine whether an individual or someone in their close circle is in a potentially violent situation. In the same spirit, the Company's social workers received training on tools for providing support and make the appropriate referrals in cases of domestic violence.

### **6.4.4**

#### **BENEFITS**

SMU fosters work-life-family balance through our Shared Responsibilities guide, which provides information on benefits for employees and their families in the areas of health and healthy living, more family time, recreational activities and monetary benefits, like bonuses and discounts on purchases. These are all in addition to the benefits provided by employee benefit funds (*cajas de compensación*) for births, weddings and education assistance.

At the subsidiary level, the collective bargaining agreements with the labor unions establish other benefits, including bonuses for the Chilean National Holidays and Christmas, end-of-year parties, benefits for school-age children, and other organization-specific bonuses and benefits.

## Main Benefits SMU Chile

Benefit <sup>15</sup>	Description
Insurance	Supplementary health insurance, dental insurance, catastrophic insurance, life insurance and discounts at pharmacies and dental centers, payment of a bonus for the death of a spouse or children.
Monetary benefits	Gift cards for Chilean National Holidays and Christmas and social assistance
Christmas party	End-of-year party for employees' children up to 12 years old
Christmas gift	A Christmas gift for employees' children up to 12 years old
Childcare	Agreements with daycare centers nationwide
Through the respective employee benefit fund	Discounts for schools, scholarships for employees and their children, spousal or child death benefit, bonus for the birth of a child or marriage/civil union, access to vacation and recreation centers
Discount agreements	Agreements in education, healthcare, gyms, recreation and business give employees and their families access to discounts and preferential conditions on products and services
Measures to balance work, personal, and family life	Flexible return from postnatal leave for mothers, additional postnatal leave for fathers, as well as time off available for personal matters such as accompanying parents to medical appointments, parent-teacher conferences, taking pets to the vet, or other similar matters.
Social worker team	Access to social workers who accompany, support and provide guidance to all employees in response to more specific requests.

<sup>15</sup> Benefits arising from collective labor agreements may not be combined with similar or identical benefits that the Company provides employees outside of those agreements.

## Main Benefits SMU Peru

Benefit	Description
Health	Supplementary Insurance for Risky Work (SCTR)
Legally Mandated Life Insurance	Given its line of business, SMU is not legally required to offer SCTR. However, this additional benefit covers workplace accidents, occupational illness, disability and accidental death.
Monetary benefits	Christmas bonus (voucher for purchases)

## 6.5 LABOR RELATIONS

SMU takes a comprehensive approach to labor relations. It strives to engage employees and contractors in ongoing training and communication as it complies with all legal, labor and benefits regulations. The Company strictly upholds its Code of Ethics and Business, maintaining ongoing relationships based on respect, quality and trust, along with unwavering respect for its commitment to human rights. SMU shares best practices with its contractors and their employees.

### 6.5.1 UNION RELATIONS

Respect for the rights and guarantees of all employees and their organizations is a core value at SMU. The Company's open-door policy for union organizations actively promotes transparent communication, respect and trust. SMU creates harmonious, healthy work environments that translate into higher employee engagement and collaboration.

In 2024, SMU Chile had over 16,000 unionized employees in more than 125 unions, with a total unionization rate of about 68.6% of the workforce. Thirty-five collective bargaining processes impacted over 7,687 workers and resulted in agreements with an average term of 35.3 months, where the legal maximum is 36 months. This was achieved with only one legal strike, which lasted three days. However, the premises continued to operate with the necessary adjustments provided for by law during this process, so there were no interruptions or days of inactivity. SMU Peru does not have union organizations. The consolidated unionization rate is 66.4%.

In Chile, SMU's union relations model ensures ongoing communication through periodic meetings to follow up on commitments and address concerns. SMU sees the role of the unions and their leaders as critical to reaching agreements that ensure harmony in its workplaces while respecting the autonomy of the organizations and current labor regulations.

This is reflected in the fact that, during 2024, 65.7% of negotiation processes were settled before compulsory mediation proceedings before the Labor Directorate; 31% were settled during the negotiation process; and only one effective strike was recorded.

### **6.5.2**

#### **SUPPLIERS AND CONTRACTORS**

The Code of Ethics and Business Conduct, Responsible Sourcing Policy Statement and Indirect Suppliers' Manual govern SMU's supplier and contractor management. The policies establish the standards required of suppliers. For example, freedom of expression, association and the right to collective bargaining are the indisputable prerogatives of all those employed by indirect suppliers of SMU. Other important issues include keeping workplaces free of all forms of discrimination and harassment and promoting internal whistleblower channels that are accessible to contractors' employees. Finally, SMU encourages indirect suppliers to promote internally diverse work teams, guarantee equal opportunity among their workers, eradicate discriminatory acts or omissions, and prevent acts or actions that could endanger the life or health of contractors working at our facilities.

Importantly, SMU Special Regulations for Contractors ensure compliance with the provisions of Law No. 16,744 on Occupational Health and Safety Management in Workplaces. The Special Regulations document includes the SMU Risk Prevention Policy, accident prevention measures required for facility access, compliance and workplace protection standards, obligations and prohibitions for contractors and their employees, the contractor obligation to report occupational hazards and the verification procedures through which we protect the lives and health of all the people who work at our stores.

#### **Labor and Social Security Certification**

Per the Labor and Social Security Certification Procedure, SMU monitors the labor and social security benefits compliance practices of contractors, subcontractors and temporary service providers each month. In 2024, the Company worked with 231 contractors, subcontractors and EST with a monthly average of 8,112 employees. The service areas are broken down as



follows: security (40%), housekeeping (27%), transportation (8%), bakery (6%), maintenance (3%), e-commerce (2%) and others (8%).

As of December 31, 2024, a total of 84 payments had been withheld to ensure contractor compliance with labor, safety and benefits obligations to its employees. Each month, SMU works with a certifying agency and any supplier with observations or withheld payments to draft a plan to correct these situations.

## **6.6 OCCUPATIONAL HEALTH AND SAFETY**

SMU seeks to provide a safe and healthy work environment, minimizing the risk of accidents and other harmful events affecting people. The Company's Occupational Health and Safety Policy comprehensively addresses preventive aspects in the workplace, setting clear guidelines for its Occupational Health and Safety Management System, which focuses on the physical and psychological well-being of employees, contractors, and suppliers. Additionally, it aims to promote a strong culture of risk prevention, where everyone contributes to service quality, increased productivity, and business continuity.

SMU's Occupational Health and Safety Policy establishes the following commitments:

- Provide safe, healthy working conditions for all employees in compliance with current occupational health and safety legislation and the Company's internal regulations, through the dissemination, training, implementation, and monitoring of safety and health programs, policies, and procedures.
- Identify hazards and assess risks to establish preventive controls in the organization's processes through action plans, work programs, procedures and instructions.
- Continuously assess the Occupational Health and Safety Management System to improve its effectiveness in prevention.
- Promote and preserve employee consultation and participation mechanisms, directly or through their representatives, on occupational health and safety issues.
- Set Occupational Health and Safety Management System goals and targets to create a framework for implementation and performance evaluation through which to monitor compliances. These goals are defined annually (see section 6.6.2 Incident Indicators for more information).

From these commitments derives the hazard identification and risk assessment matrix with their corresponding controls, which gives rise to the Annual Occupational Health and Safety Program; safe work procedures; inspections; and training sessions, among other management elements.

The active and ongoing commitment of each employee is essential to the success of this Policy and to achieving a workplace free from accidents and occupational illnesses. In this regard, SMU's occupational safety management is framed within its CERCA cultural seal, promoting a values-based environment that encourages employees to take an active role in prevention.

### **6.6.1 OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM**

SMU's preventative approach to occupational health and safety management protects lives and supports operational continuity. To that end, per current regulations, the Company implemented a health and safety management system in Chile and Peru, covering 100% of internal employees and contractor personnel who perform duties at the Company's facilities.

In Chile, the Instituto de Seguridad del Trabajo (IST), which has vast experience and specialized teams serving the entire country, supports the occupational health and risk prevention service, working with SMU and its employees to promote a safety-based work culture.

The Company constantly reiterates and promotes the importance of controlling risk. Its risk management involves preventative efforts like periodic technical visits to all facilities to monitor health and safety factors. SMU aims to detect, eliminate or minimize occupational hazards, protect the physical wellbeing of employees and customers and safeguard material assets.

SMU has a digital platform where these visits are recorded, specifying whether they correspond to general inspections or follow-ups on deviations found, and detailing the findings. Operational contingencies are also recorded, such as robberies, inspections, accidents, fire threats, emergency drills, and on-site training, among others.

SMU has insurance covering employees in Chile and Peru in the event of workplace accidents or occupational illnesses.

#### **Contractors**

Contractors and other indirect suppliers must abide by SMU's Indirect Supplier Manual, which obliges them to:

- i) Provide their employees with a safe work environment that includes the health conditions required by authorities and each activity's specific hazards or risks.

- ii) Take adequate measures to prevent workplace accidents and/or occupational illnesses by providing protective and safety gear to guarantee minimum workplace safety conditions.
- iii) Receive safety and health training on identifying the risks associated with the job and workplace as well as the practices necessary to minimize them.

Furthermore, contractors in Peru must have a workplace accident and occupational illness insurance policy, while those in Chile must join a workplace insurance provider or state workplace insurance system.

### 2024 Occupational Health and Safety Management System Coverage

	Chile		Perú	
	No.	%	No.	%
SMU employees covered	23,483	100%	764	100%
Contractor employees covered	8,112	100%	123	100%
<b>Total coverage for SMU and contractor employees</b>	<b>31,595</b>	<b>100%</b>	<b>887</b>	<b>100%</b>

#### 6.6.1.1 HAZARD IDENTIFICATION AND RISK MANAGEMENT

The process of preparing, updating and reviewing the hazard identification and risk assessment (HIRA) matrix examines each operating task to detect potential risks. The Risk Prevention and Operations (stores and logistics centers) departments are responsible for designing and continuously updating the matrix to include the most effective and efficient preventive controls for the inherent risks.

As a result of this assessment and analysis, risks are prioritized by identifying and classifying the most significant ones, taking into account their potential impact and likelihood of occurrence. Once identified, specific and measurable action plans are established, along with key performance indicators, enabling a precise evaluation of their effectiveness over time.

The prioritization and integration of these plans not only contribute to proactive risk management, but also strengthen the organization's resilience and sustainability, providing a solid foundation for informed decision-making and continuous improvement in comprehensive risk management.

Risks are reviewed annually or whenever a workplace accident occurs, an employee identifies a new risk, or processes undergo major modifications.

In addition to the annual review, SMU constantly monitors statistical indicators and compliance rates for health and safety conditions. It uses the data to measure progress toward the Company's targets for mitigating and preventing health and safety risks.

### **Risk Identifications by Employees**

As part of SMU's prevention culture, employees play a fundamental role in promoting good practices in occupational health and safety, which includes reporting hazards or dangerous situations they detect during their workday. Likewise, each employee has the right and obligation to refuse to perform activities that are not compatible with their role, tasks for which they are not properly trained, or if there are any unsafe conditions that could affect the performance of their duties.

In such cases, employees must report to their supervisor, the joint health and safety committee, or the risk prevention area, in order to take the necessary control and corrective actions. These procedures are communicated to every employee upon joining the Company, through the occupational health and safety induction and the delivery of the internal regulations on order, hygiene, and safety.

The aforementioned processes are supported through tools and technological devices that enable routine inspections by the risk prevention area in company facilities. This allows the identification of risk conditions, notification of responsible parties to implement improvements, and prevention of workplace accidents and occupational illnesses. The joint committee also serves as an additional mechanism to detect hazards that could lead to workplace accidents; such hazards are reported during their monthly meetings, with notifications sent to the person in charge of each facility and to the risk prevention team to manage the appropriate improvements.

Workplace health and safety protection is part of SMU's Code of Ethics and Business Conduct, which states that each employee is responsible for always contributing to a safe and healthy work environment by complying with safety and health standards, policies, procedures, and practices, as well as promptly reporting to their supervisor any accidents, injuries, defective equipment, unsafe practices, or potential hazards in the workplace. The Code of Ethics also highlights the importance of creating a work environment in which everyone feels free to raise concerns about ethical matters included in the Code or any other issue, without fear of retaliation. If an employee believes they have experienced retaliation, they must immediately report the situation through the channels established by the organization.

### **Emergencies**

Understanding and strengthening disaster risk management is crucial to effectively managing disaster risk and improving emergency preparedness. Beyond enabling an effective response in disaster situations, this approach also contributes to recovery, rehabilitation, and reconstruction.

SMU's Risk Prevention Area has conducted a thorough analysis of disaster-related risks, identifying and evaluating both legal and technical aspects of disaster risk management across its workplaces.

Additionally, the Management System incorporates procedures and actions aimed at preventing and mitigating emergencies, ensuring an efficient and timely response to each event. One of the core activities involves conducting emergency drills at least once a year in every work center. Furthermore, the company regularly inspects emergency response equipment such as fire extinguishers, fire hose systems, panic buttons, and defibrillators, alongside delivering targeted training for all employees.

In emergency situations, SMU also remains firmly committed to the safety and mental well-being of its workforce. This commitment has translated into concrete initiatives such as emotional support programs, adaptive leadership training, both in-person and telephone-based emotional assistance, and mutual care workshops held in high-risk locations. In Chile, these initiatives are carried out in collaboration with IST, while in SMU Peru, they are implemented as part of the annual Occupational Health and Safety (OHS) Program.

### Internal Control

As part of its preventive approach, SMU's Occupational Health and Safety Management System includes internal facility inspections conducted by the Risk Prevention Area, along with audits performed by the Internal Audit Area.

Periodic safety inspections are conducted at each work center using technological tools that help identify substandard safety conditions. These tools support the implementation, follow-up, and closure of corrective measures to improve overall workplace safety.

### Internal Audit of the Occupational Health and Safety Management System

	Chile		Peru	
	No.	%	No.	%
SMU employees covered by the system who have undergone internal audits	8,903	38%	764	100%
Contractor employees covered by the system who have undergone internal audits	6,018	74%	92	75%
<b>Total coverage for SMU and contractor employees</b>	<b>14,921</b>	<b>47%</b>	<b>856</b>	<b>97%</b>

### Independent Verification

The Company's activities and tasks are continuously reviewed using formal tools such as hazard identification, checklists, and technical-legal assessments. These reviews are carried

out by the occupational health and safety administrators in each country, providing an objective and external view of how tasks are performed and the level of technical and legal compliance.

### **Incident Investigation**

SMU has a comprehensive accident investigation procedure that is activated immediately after an incident occurs, with the aim of identifying the underlying causes of the event. This initiative is intended to generate appropriate control measures, which are communicated to those responsible for the facility to ensure prompt correction and help prevent similar events in the future.

The investigation process involves the meticulous collection of a wide range of background information, including statements from the affected employee and/or witnesses, video and photo analysis, review of work procedures, training evaluations, regulatory compliance, and any other supporting evidence that enables an in-depth analysis of the incident. Two autonomous and independent formal investigative processes are conducted: one by the Joint Committee on Health and Safety and another by the Company itself. Both are supported by the Risk Prevention Department.

The implementation of post-incident control measures requires active follow-up, carried out with the support of the joint committee, the Risk Prevention team, and the person responsible for the facility.

Workplace accidents with greater significance are investigated in accordance with the guidelines for serious and/or fatal occupational accidents. In such cases, the Causal Tree Method is applied, allowing for the identification of both the direct factors that triggered the accident and possible organizational causes, which are often at the root of the issue. This thorough analysis enables the adoption of more effective preventive actions and contributes to the continuous improvement of occupational safety.

### 6.6.1.2 TRAINING

Occupational health and safety training is essential to SMU's preventive approach as it raises awareness and reduces incidents. Training topics are based on each position's needs. In 2024, they included:

Chile	Peru
• Fire extinguisher use and management.	• Reporting accidents and incidents
• Emergencies and evacuation.	• Importance of ergonomics in the workplace (administrative and operations personnel)
• Use of critical machinery.	• Importance of preventing psychosocial risk factors and stress management
• Joint committees.	• First aid and fire extinguisher use.
• Prevention measures for working at height.	• Emergency brigades
• Psychosocial risks and stress management.	• Use of critical equipment.
• Manual load management.	• Prevention measures for working at a height.
• Musculoskeletal disorders.	• Manual load management.
• UV radiation.	• First aid.
• First aid.	• Use of personal protective equipment.
• Use of personal protective equipment.	• Training on preventive health topics.

### 6.6.1.3 HEALTH PROMOTION

#### Occupational health services

Per legal provisions, SMU Chile and its contractors work with workplace insurance providers. These companies—overseen by the Superintendency of Social Security to ensure quality and compliance with coverage—provide preventative, medical and financial assistance for workplace accidents and occupational illness. To prevent workplace accidents and occupational illness, they visit facilities to identify hazards and assess risk. SMU employees can access the workplace insurance companies through their web pages, which feature course information, technical data sheets, preventive safety information, opening hours, and service locations.

In Peru, companies are legally required to employ an occupational physician whose primary duty is to prevent occupational illness. Among other tasks, the occupational physician works with the Occupational Health and Safety Area to create the risk matrix, design controls and

follow up on accidents. The general induction process facilitates employee access to medical services with training on reporting processes, prepathological conditions, accidents and similar situations.

### **Medical and health care services**

Beyond occupational health services, SMU promotes employee health and wellbeing through its Wellbeing Program, which promotes healthy habits and self-care through three priority areas: prevention in physical health, mental health and self-care and healthy habits. The Company also offers a range of health-related benefits. For more information, see 6.4 Benefits and Wellbeing.

### **Mental health**

Protecting occupational health and safety at SMU involves managing psychosocial and mental health factors through assessments, emotional support tools and training. These initiatives build communication, relationship and leadership skills that create spaces for emotional decompression and introduce mutual caring skills. In 2024, a total of 165 SMU Chile work centers with approximately 7,456 employees received satisfactory evaluations. In Peru, psychosocial risk factors were monitored in operational tasks, with the participation of 627 employees.

### **Personal data protection**

SMU's data protection model includes protecting personal health data, the confidentiality of which is protected in Chile and Peru. Allowing data from occupational health services to influence the treatment of an employee would constitute an illegal use of information, on the one hand, and illegal discrimination, on the other. Employees who believe their health data has been misused should report it through SMU's Whistleblower Channel.



## 6.6.1.4 EMPLOYEE PARTICIPATION

### Joint Health and Safety Committees

The Joint Health and Safety Committees (in Chile) and the Workplace Safety and Health Committee (in Peru) play leading roles in risk prevention. Each committee is comprised of three company representatives and three employee representatives elected by secret ballot. Both committees advise and instruct on the correct use of protective gear (personal, equipment, machinery, etc.); monitor compliance with prevention, hygiene and safety measures; investigate work accidents in order to learn lessons and avoid recurrence; assess risk conditions and monitor improvements; and promote courses on occupational health and safety. Committee members in both countries are trained to fulfill these responsibilities.

While committee initiatives focus on site inspections, safety talks, and accident investigations, they also promote psychosocial and ergonomic best practices. Joint committee (CPHS) efforts have improved production processes and infrastructure in order to prevent accidents and mitigate risks.

### Health and Safety Management System Summary

Health and Safety Management System	Chile	Peru
Health and safety hazard and risk assessments to identify potential dangers in the workplace	YES	YES
Prioritization and integration of action plans with quantitative targets to address these risks	YES	YES
Integration of emergency preparedness and response actions	YES	YES
Evaluation of progress on reducing/preventing health issues/risks relative to objectives	YES	YES

### 6.6.2 INCIDENT INDICATORS

In 2024, incident indicators remained relatively stable compared to 2023, with a slight increase in the severity rate. This was due to social variables external to the business, which negatively impacted the effectiveness of safety control measures in stores, offsetting the effects of the preventive management tools that had been developed.

By monitoring occupational safety indicators, SMU can evaluate behavioral patterns, identify risk factors, measure the impact of implemented initiatives, and reduce workplace accident rates—benefiting both employees and the Company's overall operations.

The Company draws on the ongoing analysis of accident indicators, the risk matrix, and the creation or updating of work programs to plan current and future measures aimed at eliminating or minimizing occupational risks associated with daily tasks. Quantitative targets are also defined, in line with the Occupational Health and Safety Policy, to measure the effectiveness of the measures implemented.

In 2024, SMU took the following preventive control measures:

- Eliminated/mitigated hazardous conditions, e.g., slippery floors, uneven surfaces, defective equipment, etc.
- On-site preventive communication campaigns on occupational health and safety
- Promptly shared information about the risks associated with work activities
- Preventative safety inspections and observations
- Preventive and corrective workspace evaluations (physical conditions and cleanliness)
- Furnished, disposed of, as needed, and replaced personal protection equipment, tools and elements (e.g., safety shoes, helmets, gloves and safety harnesses).
- Strengthened communication channels and information-sharing technology
- Offered emotional support programs.

SMU monitors the most common injuries, identifying specific risks for each work unit. The most frequent accidents in Chile are cuts, blows, muscle aches, and falls from the ground level or heights. Meanwhile, blows and falls from ground level are the most common in Peru.

## Employee Safety

CHILE		2024	Goal 2024	2023
Number of fatalities	Men	0	0	0
	Women	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>
Accident rate (number of accidents in the year/average workforce) *100	Men	3.4		3.4
	Women	3.4		3.5
	<b>Total</b>	<b>3.4</b>	<b>3.7</b>	<b>3.5</b>
Lost days rate (Days lost in the year/average workforce) *100	Men	50.7		51.3
	Women	59.5		59.9
	<b>Total</b>	<b>56.4</b>	<b>62.0</b>	<b>57.7</b>
Average days lost due to accidents (Days lost in the year/ number of accidents)	<b>Total</b>	<b>16.6</b>	<b>16.7</b>	<b>16.4</b>
Lost time injury frequency rate (total accidents/million hours worked)	<b>Total</b>	<b>22.7</b>	<b>24.8</b>	<b>22.4</b>
Severity rate (total days lost in the year /million hours worked)	<b>Total</b>	<b>376.9</b>	<b>413.9</b>	<b>365.9</b>
Rate of days of absence per 200,000 hours worked (Total days lost in the year/ hours worked) *200,000	<b>Total</b>	<b>75.4</b>	<b>82.8</b>	<b>73.2</b>

\*The difference between this figure and that reported in the 2023 Integrated Report is attributable to reclassifications by the workplace insurance provider or authorities.

PERU		2024	Goal 2024	2023
Number of fatalities	Men	0	0	0
	Women	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>
Accident rate (number of accidents in the year/average workforce) *100	Men	0.0		0.5
	Women	0.9		0.6
	<b>Total</b>	<b>0.4</b>	<b>2.0</b>	<b>0.6</b>
Lost days rate (Days lost in the year/average workforce) *100	Men	0.0		2.0
	Women	2.7		1.5
	<b>Total</b>	<b>1.3</b>		<b>1.8</b>
Average days lost due to accidents (Days lost in the year/ number of accidents)	<b>Total</b>	<b>3.0</b>	<b>14.0</b>	<b>3.2</b>
Lost time injury frequency rate (total accidents/million hours worked)	<b>Total</b>	<b>1.7</b>		<b>2.2</b>
Severity rate (total days lost in the year /million hours worked)	<b>Total</b>	<b>5.1</b>		<b>7.3</b>
Rate of days of absence per 200,000 hours worked (Total days lost in the year/ hours worked) *200,000	<b>Total</b>	<b>1.0</b>		<b>1.4</b>

\*The difference between this figure and that reported in the 2023 Integrated Report is attributable to reclassifications by the workplace insurance provider or authorities.

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CHILE Y PERU		2024	Goal 2024	2023
Number of fatalities	Men	0	0	0
	Women	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>
Accident rate (number of accidents in the year/average workforce) *100	Men	3.2		3.3
	Women	3.4		3.5
	<b>Total</b>	<b>3.3</b>	<b>3.7</b>	<b>3.4</b>
Lost days rate (Days lost in the year/average workforce) *100	Men	48.3		48.9
	Women	58.2		58.8
	<b>Total</b>	<b>54.8</b>	<b>60.1</b>	<b>56.0</b>
Average days lost due to accidents (Days lost in the year/ number of accidents)	<b>Total</b>	<b>16.5</b>	<b>16.4</b>	<b>16.3</b>
Lost time injury frequency rate (total accidents/million hours worked)	<b>Total</b>	<b>21.7</b>	<b>23.6</b>	<b>21.4</b>
Severity rate (total days lost in the year /million hours worked)	<b>Total</b>	<b>358.7</b>	<b>393.6</b>	<b>349.1</b>
Rate of days of absence per 200,000 hours worked (Total days lost in the year/ hours worked) *200,000	<b>Total</b>	<b>71.7</b>	<b>78.7</b>	<b>69.8</b>

### Contractor Safety

Contractors	2024	2023
Number of fatalities	1	1
Accident rate (number of accidents in the year/average workforce) *100	5.6	5.4
Lost days rate (Days lost in the year/average workforce) *100	42.1	45.8
Lost time injury frequency rate (total accidents/million hours worked)	20.8	30.5
Severity rate (total days lost in the year /million hours worked)	155.5	259.8

## Occupational Health

Chile		2024	2023
Employees with occupational illnesses (Number of people)	Men	2	2
	Women	15	4
Employees with occupational illnesses (n/ million hours worked)	Total	0.50	0.17
Employees with occupational illnesses ((n/average workforce) x 100)	Total	0.11	0.03

\*The difference between this figure and that reported in the 2023 Integrated Report is attributable to reclassifications by the workplace insurance provider or authorities.

Peru		2024	2023
Employees with occupational illnesses (Number of people)	Men	0	0
	Women	0	0
Employees with occupational illnesses (n/ million hours worked)	Total	0.00	0.00
Employees with occupational illnesses ((n/average workforce) x 100)	Total	0.00	0.00

\*The difference between this figure and that reported in the 2023 Integrated Report is attributable to reclassifications by the workplace insurance provider or authorities.

Chile and Peru		2024	2023
Employees with occupational illnesses (Number of people)	Men	2	2
	Women	15	4
Employees with occupational illnesses (n/ million hours worked)	Total	0.47	0.16
Employees with occupational illnesses ((n/average workforce) x 100)	Total	0.07	0.03

\*The difference between this figure and that reported in the 2023 Integrated Report is attributable to reclassifications by the workplace insurance provider or authorities.

## 6.7 OUR PEOPLE: INDICATORS

### Headcount by Country and Functional Role 12.31.2024

	Food Retail Chile	Food Retail Peru	Total
Senior Management	13	1	14
Middle Management	220	27	247
Junior Management	783	46	829
Operator	10,754	42	10,796
Sales Force	7,230	480	7,710
Administrative	719	32	751
Other Professionals	759	58	816
Other Technicians	3,005	78	3,084
<b>Total Headcount</b>	<b>23,483</b>	<b>764</b>	<b>24,247</b>

### Headcount by Functional Role and Gender

	2024			2023		
	Women	Men	Total	Women	Men	Total
Senior Management	5	9	14	4	9	13
Middle Management	79	168	247	70	156	226
Junior Management	304	525	829	285	508	793
Operator	6,936	3,860	10,796	6,872	3,873	10,745
Sales Force	5,670	2,040	7,710	5,556	1,741	7,297
Administrative	501	250	751	515	248	763
Other Professionals	372	444	816	361	435	796
Other Technicians	1,772	1,312	3,084	1,676	1,241	2,917
<b>Total Headcount</b>	<b>15,639</b>	<b>8,608</b>	<b>24,247</b>	<b>15,339</b>	<b>8,211</b>	<b>23,550</b>

## Headcount by Nationality, Functional Role and Gender as of 12.31.2024

Nationality	Senior Mgmt.	Middle Mgmt.	Junior Mgmt.	Operator	Sales Force	Administrative	Other Professionals	Other Technicians	Total
<b>Chilean</b>	<b>10</b>	<b>205</b>	<b>771</b>	<b>10,407</b>	<b>7,019</b>	<b>701</b>	<b>722</b>	<b>2,942</b>	<b>22,777</b>
Women	3	62	278	6,706	5,282	484	327	1,697	14,839
Men	7	143	493	3,701	1,737	217	395	1,245	7,938
<b>Peruvian</b>	<b>1</b>	<b>29</b>	<b>46</b>	<b>166</b>	<b>563</b>	<b>39</b>	<b>63</b>	<b>101</b>	<b>1,008</b>
Women	-	13	17	83	289	12	32	53	499
Men	1	16	29	83	274	27	31	48	509
<b>Argentinian</b>	<b>1</b>	<b>6</b>	<b>-</b>	<b>6</b>	<b>6</b>	<b>1</b>	<b>-</b>	<b>1</b>	<b>21</b>
Women	-	2	-	3	4	-	-	-	9
Men	1	4	-	3	2	1	-	1	12
<b>Bolivian</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>87</b>	<b>55</b>	<b>1</b>	<b>-</b>	<b>9</b>	<b>152</b>
Women	-	-	-	71	50	1	-	7	129
Men	-	-	-	16	5	-	-	2	23
<b>Brazilian</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>
Women	-	-	-	-	-	-	-	-	-
Men	-	-	-	1	-	-	-	-	1
<b>Chinese</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>3</b>
Women	-	-	-	-	2	-	1	-	3
Men	-	-	-	-	-	-	-	-	-
<b>Colombian</b>	<b>-</b>	<b>2</b>	<b>4</b>	<b>47</b>	<b>27</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>89</b>
Women	-	-	3	36	22	-	1	4	66
Men	-	2	1	11	5	1	1	2	23

# INTEGRATED REPORT 2024

Nationality	Senior Mgmt.	Middle Mgmt.	Junior Mgmt.	Operator	Sales Force	Administrative	Other Professionals	Other Technicians	Total
<b>Costa Rican</b>	-	-	-	1	-	-	-	-	1
Women	-	-	-	-	-	-	-	-	-
Men	-	-	-	1	-	-	-	-	1
<b>Cuban</b>	-	-	-	-	1	-	-	-	1
Women	-	-	-	-	-	-	-	-	-
Men	-	-	-	-	1	-	-	-	1
<b>Dominica</b>	-	-	-	1	-	-	-	-	1
Women	-	-	-	1	-	-	-	-	1
Men	-	-	-	-	-	-	-	-	-
<b>Dominican Repub.</b>	-	-	-	7	2	1	-	-	10
Women	-	-	-	5	1	-	-	-	6
Men	-	-	-	2	1	1	-	-	4
<b>Ecuadorian</b>	-	-	-	15	5	-	-	2	22
Women	-	-	-	9	3	-	-	2	14
Men	-	-	-	6	2	-	-	-	8
<b>Spanish</b>	-	1	-	-	-	-	1	-	2
Women	-	-	-	-	-	-	-	-	-
Men	-	1	-	-	-	-	1	-	2
<b>American</b>	1	1	-	-	-	-	-	-	2
Women	1	1	-	-	-	-	-	-	2
Men	-	-	-	-	-	-	-	-	-



Nationality	Senior Mgmt.	Middle Mgmt.	Junior Mgmt.	Operator	Sales Force	Administrative	Other Professionals	Other Technicians	Total
<b>French</b>	-	<b>1</b>	-	-	-	-	-	-	<b>1</b>
Women	-	-	-	-	-	-	-	-	-
Men	-	1	-	-	-	-	-	-	1
<b>Haitian</b>	-	-	-	<b>15</b>	<b>3</b>	-	-	-	<b>18</b>
Women	-	-	-	2	2	-	-	-	4
Men	-	-	-	13	1	-	-	-	14
<b>Honduran</b>	-	-	-	<b>1</b>	-	-	-	-	<b>1</b>
Women	-	-	-	-	-	-	-	-	-
Men	-	-	-	1	-	-	-	-	1
<b>Italian</b>	-	-	-	-	-	-	<b>1</b>	-	<b>1</b>
Women	-	-	-	-	-	-	-	-	-
Men	-	-	-	-	-	-	1	-	1
<b>Nicaraguan</b>	-	-	-	<b>1</b>	-	-	-	-	<b>1</b>
Women	-	-	-	1	-	-	-	-	1
Men	-	-	-	-	-	-	-	-	-
<b>North Korean</b>	-	-	<b>1</b>	-	-	-	-	-	<b>1</b>
Women	-	-	1	-	-	-	-	-	1
Men	-	-	-	-	-	-	-	-	-
<b>Pakistani</b>	-	-	-	-	-	-	<b>1</b>	-	<b>1</b>
Women	-	-	-	-	-	-	-	-	-
Men	-	-	-	-	-	-	1	-	1
<b>Paraguayan</b>	-	-	-	<b>1</b>	<b>1</b>	-	-	-	<b>2</b>
Women	-	-	-	1	1	-	-	-	2

# INTEGRATED REPORT 2024

Nationality	Senior Mgmt.	Middle Mgmt.	Junior Mgmt.	Operator	Sales Force	Administrative	Other Professionals	Other Technicians	Total
Men	-	-	-	-	-	-	-	-	-
<b>Romanian</b>	-	-	-	-	-	-	<b>1</b>	-	<b>1</b>
Women	-	-	-	-	-	-	1	-	1
Men	-	-	-	-	-	-	-	-	-
<b>Uruguayan</b>	-	<b>1</b>	-	<b>2</b>	-	-	-	-	<b>3</b>
Women	-	1	-	-	-	-	-	-	1
Men	-	-	-	2	-	-	-	-	2
<b>Venezuelan</b>	<b>1</b>	-	<b>7</b>	<b>38</b>	<b>25</b>	<b>7</b>	<b>24</b>	<b>23</b>	<b>125</b>
Women	1	-	5	18	14	4	10	9	61
Men	-	-	2	20	11	3	14	14	64
<b>Russian</b>	-	<b>1</b>	-	-	-	-	-	-	<b>1</b>
Women	-	-	-	-	-	-	-	-	-
Men	-	1	-	-	-	-	-	-	1
<b>Hungarian</b>	-	-	-	-	<b>1</b>	-	-	-	<b>1</b>
Women	-	-	-	-	-	-	-	-	-
Men	-	-	-	-	1	-	-	-	1

## Headcount by Age, Functional Role and Gender

2024						
	Under 30 years	30 to 40 years	41 to 50 years	51 to 60 years	61 to 70 years	Over 70 years
<b>Senior Management</b>	-	-	7	6	1	-
Women	-	-	2	3	-	-
Men	-	-	5	3	1	-
<b>Middle Management</b>	1	54	132	48	12	-
Women	-	22	46	8	3	-
Men	1	32	86	40	9	-
<b>Junior Management</b>	18	300	348	141	21	1
Women	10	114	125	51	3	1
Men	8	186	223	90	18	-
<b>Operator</b>	2,276	2,713	2,413	2,282	981	131
Women	1,007	1,834	1,813	1,639	580	63
Men	1,269	879	600	643	401	68
<b>Sales Force</b>	3,114	1,893	1,316	982	384	21
Women	1,785	1,517	1,153	880	322	13
Men	1,329	376	163	102	62	8
<b>Administrative</b>	107	310	227	80	25	2
Women	52	190	180	58	20	1
Men	55	120	47	22	5	1
<b>Other Professionals</b>	146	449	160	44	14	3
Women	68	205	79	14	5	1
Men	78	244	81	30	9	2
<b>Other Technicians</b>	251	1,101	1,039	560	126	7
Women	114	616	663	335	43	1
Men	137	485	376	225	83	6
<b>Total</b>	<b>5,913</b>	<b>6,820</b>	<b>5,642</b>	<b>4,143</b>	<b>1,564</b>	<b>165</b>
Women	3,036	4,498	4,061	2,988	976	80
Men	2,877	2,322	1,581	1,155	588	85

# INTEGRATED REPORT 2024

2023						
	Under 30 years	30 to 40 years	41 to 50 years	51 to 60 years	61 to 70 years	Over 70 years
<b>Senior Management</b>	-	-	7	5	1	-
Women	-	-	3	1	-	-
Men	-	-	4	4	1	-
<b>Middle Management</b>	-	51	121	46	8	-
Women	-	19	40	9	2	-
Men	-	32	81	37	6	-
<b>Junior Management</b>	19	302	334	121	17	-
Women	8	113	116	44	4	-
Men	11	189	218	77	13	-
<b>Operator</b>	2,222	2,808	2,458	2,286	862	109
Women	997	1,893	1,836	1,601	500	45
Men	1,225	915	622	685	362	64
<b>Sales Force</b>	2,882	1,842	1,289	935	322	18
Women	1,746	1,525	1,157	842	276	10
Men	1,136	317	141	93	46	8
<b>Administrative</b>	121	316	221	79	22	4
Women	61	208	167	59	18	2
Men	60	108	54	20	4	2
<b>Other Professionals</b>	162	422	159	40	13	-
Women	85	186	71	16	3	-
Men	77	236	88	24	10	-
<b>Other Technicians</b>	248	1,052	1,011	507	94	5
Women	113	596	646	290	30	1
Men	135	456	365	217	64	4
<b>Total</b>	<b>5,654</b>	<b>6,793</b>	<b>5,609</b>	<b>4,019</b>	<b>1,339</b>	<b>136</b>
Women	3,010	4,540	4,036	2,862	833	58
Men	2,644	2,253	1,573	1,157	506	78

## Headcount by Tenure, Functional Role and Gender

2024					
	Under 3 years	3 to 6 years	6 to 9 years	9 to 12 years	Over 12 years
<b>Senior Management</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>2</b>
Women	1	2	2	-	-
Men	3	2	1	1	2
<b>Middle Management</b>	<b>72</b>	<b>68</b>	<b>31</b>	<b>19</b>	<b>57</b>
Women	24	20	14	4	17
Men	48	48	17	15	40
<b>Junior Management</b>	<b>175</b>	<b>148</b>	<b>95</b>	<b>65</b>	<b>346</b>
Women	57	43	41	22	141
Men	118	105	54	43	205
<b>Operator</b>	<b>3,153</b>	<b>1,329</b>	<b>1,635</b>	<b>1,511</b>	<b>3,168</b>
Women	1,764	764	1,099	1,091	2,218
Men	1,389	565	536	420	950
<b>Sales Force</b>	<b>4,075</b>	<b>807</b>	<b>963</b>	<b>702</b>	<b>1,163</b>
Women	2,493	639	843	636	1,059
Men	1,582	168	120	66	104
<b>Administrative</b>	<b>132</b>	<b>90</b>	<b>100</b>	<b>125</b>	<b>304</b>
Women	88	49	49	69	246
Men	44	41	51	56	58
<b>Other Professionals</b>	<b>456</b>	<b>196</b>	<b>63</b>	<b>30</b>	<b>71</b>
Women	204	89	31	16	32
Men	252	107	32	14	39
<b>Other Technicians</b>	<b>573</b>	<b>324</b>	<b>316</b>	<b>409</b>	<b>1,462</b>
Women	254	152	161	245	960
Men	319	172	155	164	502
<b>Total</b>	<b>8,640</b>	<b>2,966</b>	<b>3,206</b>	<b>2,862</b>	<b>6,573</b>
Women	4,885	1,758	2,240	2,083	4,673
Men	3,755	1,208	966	779	1,900

## INTEGRATED REPORT 2024

2023					
	Under 3 years	3 to 6 years	6 to 9 years	9 to 12 years	Over 12 years
<b>Senior Management</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>4</b>
Women	1	2	1	-	-
Men	1	3	-	1	4
<b>Middle Management</b>	<b>59</b>	<b>70</b>	<b>26</b>	<b>22</b>	<b>49</b>
Women	16	21	12	7	14
Men	43	49	14	15	35
<b>Junior Management</b>	<b>196</b>	<b>148</b>	<b>65</b>	<b>73</b>	<b>311</b>
Women	74	35	28	25	123
Men	122	113	37	48	188
<b>Operator</b>	<b>3,071</b>	<b>1,421</b>	<b>1,668</b>	<b>1,811</b>	<b>2,774</b>
Women	1,682	818	1,136	1,350	1,886
Men	1,389	603	532	461	888
<b>Sales Force</b>	<b>3,644</b>	<b>911</b>	<b>942</b>	<b>827</b>	<b>973</b>
Women	2,322	754	843	750	887
Men	1,322	157	99	77	86
<b>Administrative</b>	<b>126</b>	<b>105</b>	<b>113</b>	<b>130</b>	<b>289</b>
Women	92	56	57	75	235
Men	34	49	56	55	54
<b>Other Professionals</b>	<b>475</b>	<b>161</b>	<b>54</b>	<b>33</b>	<b>73</b>
Women	208	74	27	19	33
Men	267	87	27	14	40
<b>Other Technicians</b>	<b>532</b>	<b>331</b>	<b>285</b>	<b>459</b>	<b>1,310</b>
Women	234	158	136	289	859
Men	298	173	149	170	451
<b>Total</b>	<b>8,105</b>	<b>3,152</b>	<b>3,154</b>	<b>3,356</b>	<b>5,783</b>
Women	4,629	1,918	2,240	2,515	4,037
Men	3,476	1,234	914	841	1,746

### Headcount by Type of Contract and Gender<sup>16</sup>

	Indefinite				Fixed Term			
	2024		2023		2024		2023	
	No.	%	No.	%	No.	%	No.	%
Women	14,479	60%	14,387	61%	1,160	5%	952	4%
Men	7,628	31%	7,428	32%	980	4%	783	3%
<b>Total</b>	<b>22,107</b>	<b>91%</b>	<b>21,815</b>	<b>93%</b>	<b>2,140</b>	<b>9%</b>	<b>1,735</b>	<b>7%</b>

### Employee Turnover by Age Range and Gender

	2024			2023		
	Total	Women	Men	Total	Women	Men
Under 30 years	77%	67%	89%	80%	70%	92%
31 to 50 years	17%	15%	22%	21%	19%	27%
Over 50 years	9%	9%	11%	13%	12%	16%
<b>Total</b>	<b>29%</b>	<b>23%</b>	<b>41%</b>	<b>35%</b>	<b>28%</b>	<b>47%</b>
Voluntary Turnover	17%	14%	23%	18%	16%	22%
Non-Voluntary Turnover	12%	9%	18%	17%	12%	25%

### “STEM” (Science – Technology – Engineering – Mathematics) Roles by Gender

	2024		2023	
	% Women	% Men	% Women	% Men
<b>Total</b>	<b>46.5</b>	<b>53.5</b>	<b>46.1</b>	<b>53.9</b>

<sup>16</sup> SMU does not have employees with contracts associated with specific projects or service fees.

## Managers and Executives in Revenue-Generating Areas

2024				
Women		Men		
	Number	%	Number	%
Operations	10	17.2	48	82.8
Commercial	13	35.1	24	64.9
Customers & Marketing	2	100	0	0
E-Commerce	2	33.3	4	66.7
<b>Total</b>	<b>2</b>	<b>26.2</b>	<b>59</b>	<b>73.8</b>

2023				
Women		Men		
	Number	%	Number	%
Operations	8	16.3	41	83.7
Commercial	6	31.6	13	68.4
Customers & Marketing	4	66.7	2	33.3
E-Commerce	1	25.0	3	75.0
<b>Total</b>	<b>19</b>	<b>24.4</b>	<b>59</b>	<b>75.6</b>

## People with Disabilities

	Women	Men	Total
Senior Management	-	-	-
Middle Management	1	-	1
Junior Management	-	1	1
Operator	54	145	199
Sales Force	48	40	88
Administrative	6	5	11
Other Professionals	5	2	7
Other Technicians	7	2	9
<b>Total Headcount</b>	<b>121</b>	<b>195</b>	<b>316</b>






# CUSTOMER CENTRIC

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SMU’s vision and purpose **establish that customers and their needs should be at the center of the entire organization and must be an overarching focus for all areas.** Each SMU format strives to get to know its customers and establish a close relationship with them to offer excellent service that makes their shopping experience more pleasant. The Company also take steps to maintain transparent communication, ensure the quality and safety of its merchandise, and protect its customers’ personal information.

TOPICS	PROGRESS IN 2024	SDG
Improved shopping experience	Promotional campaigns that help optimize customers’ budgets.	<div><div><div>2</div><div>ZERO HUNGER</div><div></div></div><div><div>12</div><div>RESPONSIBLE CONSUMPTION AND PRODUCTION</div><div></div></div></div> <div>Contributes to goals: 2.1 12.5</div>
Responsible consumption	Launch of the first tiered membership program as part of Club Unimarc.	
Private Label	Implementation of the "Grow Your Business" program, a fund designed to support Club Alvi members in developing their businesses.  Private label development: 180 product launches, and 29% of the assortment has recyclable packaging (19% in 2023).	

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The SMU business model puts the customer at the center of each decision and project, as reflected by its strategic plans and Corporate Sustainability Model. The Company's multiformat strategy makes it possible to offer different value propositions that cover the needs and preferences of different customer segments.

SMU serves a diverse customer base through its different formats and extensive geographic coverage, including operations in Chile and Peru. No customer – at the consolidated, Food Retail Chile or Food Retail Peru levels – represented more than 10% of the Company's or the respective segment's revenue in 2024.

The SMU commitment to the customer also involves a culture of consumer rights protection, including a Corporate Consumer Protection Compliance Policy, among other policies, procedures, and practices. For more information, see Section 5.2.4 Data Privacy.

## **7.1 THE CUSTOMER EXPERIENCE**

The shopping experience is a cornerstone of SMU operations. As such, the Company always strives to understand customer needs and preferences in order to improve each format's value proposition. In 2024, customer preferences and behavior reflected the macroeconomic scenario, as they demonstrated high price sensitivity and an increased willingness to pursue savings. Customers made a greater effort to shop across different chains or channels to optimize their household budget.

In this scenario, with the corporate purpose of making its customers' lives easier in mind, SMU launched several initiatives, including changes to promotional activities and innovations to its loyalty program. The Company also continued to develop its private label program, offering an assortment of attractive, high-quality products at affordable prices.

### 7.1.1 FOCUS ON SAVINGS

Prices are a crucial component of the shopping experience. Given the economic climate in 2024, savings were a primary driver of consumer purchasing decisions. Customers favored a more basic product assortment, opting for less expensive items and adjusting quantities in their carts. In response, SMU aimed to help customers stretch their household budgets through various initiatives and campaigns, including the notably successful *A Luca y A Mil* at Unimarc and *Ahorro en Grande* at Alvi. The Company concentrated discounts on basic products and extended the duration of some sales.

Another highly valued campaign was the BancoEstado partnership, which offered discounts when using the bank's payment methods. These seasonal sales take place in September and December, offering customers discounts that help them save even more on categories that are especially important during those periods.



### 7.1.2 CUSTOMER LOYALTY

Los programas de lealtad son otra herramienta muy relevante para mejorar la experiencia de los clientes y facilitar el ahorro. Durante 2024, se implementaron diversas iniciativas que buscaban fidelizar más a los clientes, ofreciendo mayores descuentos a los clientes más leales.

Loyalty programs are another crucial tool for enhancing the customer experience and promoting savings. In 2024, SMU launched several initiatives to increase customer loyalty by offering greater discounts to its most loyal customers.

In July, Club Unimarc became the first program in Chile's food retail industry to offer loyalty tiers, providing members with access to exclusive, tier-dependent offers and discounts. Club members benefit from immediate discounts and benefits, and the more loyal the customer, the greater the benefits. A member's purchasing history determines their tier (Club, Gold, or Platinum), and there is also an option to further increase benefits by purchasing the Diamond membership. In 2024, more than 1.6 million customers upgraded to a higher tier.



## Club Alvi Relaunch

In October, the 2024 Alvi Members Expo drew over 7,000 B2B customers and 40 major companies that supply the traditional channel. Club Alvi members learned about new product offerings and opportunities to grow and boost the profitability of their businesses.

The event also featured the relaunch of the Club Alvi loyalty program, which aims to establish Alvi as a strategic partner for retailers and mom-and-pop store owners in Chile. The program offers members personalized discounts, training, and other benefits designed to help them grow their businesses. As part of the relaunch, a new, more user-friendly and comprehensive app helps members manage their benefits, view their purchase history, place pre-orders, and receive real-time discount alerts.



### **Tu mejor socio** te ayuda a crecer

*Impulsa tu Negocio*, a new benefit, offered several rewards designed to support Club Alvi members. Participants earned points for engaging in various activities that promote the use of Club Alvi benefits.

Subsequently, an expert panel assessed the growth potential of the 25 participants with the highest points.

The prizes included three grants of up to CLP 2 million each, earmarked for the acquisition of equipment, tools, and other vital business resources; personalized mentoring focused on key areas such as sales, digitalization, marketing, and social media management; and image enhancement kits to help boost the visibility and appeal of the participating businesses.





### 7.1.3 ENHANCING PRODUCT ASSORTMENT

Each SMU format seeks to meet customer needs by continuously reviewing and adjusting its product assortment based on the in-depth knowledge of customer preferences it gleans from loyalty programs, studies and surveys. Adding new products and brands to the private-label assortment is one of the main strategic initiatives as it aims to make life easier for customers.

SMU closed 2024 with more than 20 specialized private-label brands across various categories and an assortment of nearly 2,000 products, including more than 350 new launches between 2023 and 2024. Private-label products have taken on an increasingly important role in the value propositions of SMU's formats. Customers value these offerings for their good price-quality ratio as they look for savings-driven options. These products are marketed across all SMU formats. At Unimarc, 60% of customers purchase private-label products, while at Mayorista 10 and Super10, the figure rises to 70%. In 2024, private-label products represented 13.1% of SMU Chile's total sales.

#### Private Label at SMU



SMU takes a multidisciplinary approach to identifying new trends and shifts in consumer preferences. The Company hires several market intelligence services to provide valuable information about consumer trends and new products. The Private Label team travels to international trade fairs to discover and assess new product offerings. Meanwhile, the Customer and Marketing team uses loyalty programs, studies and surveys to gain a better understanding of emerging customer preferences. At the end of 2024, SMU also incorporated a trading company to identify and develop new suppliers and optimize acquisition costs.

Each SMU format combines information from these different sources to determine the product assortment that best meets the needs of its respective customer segment. Adding a new product to the assortment requires approval from the Commercial Management, which considers customer needs, store space and quality assurance requirements.

### **7.1.4** **HEALTH AND NUTRITION**

Since the Company focuses on food sales, the health and nutrition of the products it sells are critical to its value proposition.

Studies conducted by SMU show that consumers value an assortment that adapts dynamically to new preferences, incorporating new products accordingly. They also show a clear trend among certain customer segments toward a more balanced lifestyle and a preference for products that contribute to better health and wellbeing. However, each customer has a unique interpretation of these concepts. For example, in their search for healthy eating options, some prefer sugar-free products, while others seek all-natural products with no additives or sweeteners, even if they contain some sugar. Some prefer low-fat, organic or plant-based products. Others choose Free From products—not necessarily due to food allergies, but because they are embracing a lifestyle more conscious of the impact along the value chain. As a result, SMU's product assortment must meet a wide range of health- and nutrition-related preferences, and each format addresses this need in the way that best suits its customers. Additionally, as part of its private-label strategy, the Company has developed a specialized brand that includes a broad selection of products with specific attributes.

At Unimarc, the assortment is built around four pillars: experience, variety, quality and availability. The format aims to draw closer and build loyalty among a segment of customers who, driven by burgeoning food awareness or satisfying specific dietary needs, seek easier, one-stop access to products that suit their dietary restrictions or lifestyle. Unimarc strives to make the experience of meeting their needs more pleasant.



At Mayorista 10, which aims to be an ally for household savings, customers access low prices beginning with the first unit purchased. The offerings include natural and healthy products, covering the main units of need with a simple assortment of market and customer favorites.

Similarly, the Super10 format seeks to offer a complete assortment, covering all its customers' units of need with a focus on savings. The perishables section includes unprocessed products, showcasing natural, healthy options, Free From products and those without warning labels. The addition of new private-label products will complement the assortment in Super 10 stores, where they already comprise a significant portion of the offering.

Alvi's B2B customers enjoy very direct relationships with the families in the communities where they operate. The Alvi assortment includes different healthy options—e.g., with fewer warning labels or higher protein content—in the highest demand, most frequently purchased categories. These include dairy products, candy, cookies, cereals and snack-sized beverages. Additionally, the larger formats serving hotel, restaurant, cafeteria and food service customers have added new products to satisfy the different food trends.

The 2023-2025 Strategic Plan reflects the Company's concern for health and nutrition. In addition to the Customer Experience pillar's loyalty and private-label initiatives, the Company seeks to expand the 360° methodology implemented for the fruit and vegetable categories to other fresh product categories. The methodology focuses on quality, display, suppliers, supply model, packaging and customer perception to boost these categories, which are critical for customers and are part of an assortment that meets health and nutrition needs.

7.1.4  
CUSTOMER SATISFACTION

As in previous years, SMU measured NPS (Net Promoter Score) throughout 2024. Above all, the measurement aims to keep a finger on the pulse of the in-store customer experience. The NPS indicates customer loyalty to each format based on willingness to recommend it. Understanding why a customer recommends or does not recommend a brand makes it possible to enhance attributes that contribute to recommendations and improve areas that are negatively affecting the probability of receiving one.

The platform used by the Company to measure and report NPS offers online and real-time reporting, allowing the operation—from format managers to store administrators—to monitor customer feedback in real time. Additionally, the platform enables direct contact with customers to further explore their feedback, resolve issues, and/or address any experience breakdowns they may have reported in the NPS survey.

SMU's NPS in 2024 reached 69.2%, exceeding the target of 62.5% by 7.7 percentage points. This overachievement was mainly driven by year-over-year improvements in the levers of Assortment (+1.6 p.p.), Cleanliness (+1.2 p.p.), and Checkout Time (+1.0 p.p.).

Net Promoter Score

	2024	2023
NPS SMU (*)	69.2%	62.4%

\*Operations in Chile.

























Raising awareness and visibility of how customers evaluate their shopping experience is essential to deepening commitment to the customer within the organization. To that end, NPS has been a variable in calculating employee performance incentives since 2019. By linking NPS results to incentives, the Company seeks to place customer experience at the heart of employee decisions.

### 7.1.5

## RESPONSIBLE COMMUNICATION

Ongoing, fluid communication with customers is essential to understanding their needs and improving their shopping experience at SMU's different formats. As such, each format has channels through which customers can ask questions and submit complaints, suggestions or positive feedback.

### Communications Channels Available to Customers

	Unimarc	Alvi	Mayorista 10	Super10
600 phone line				
Social media networks				
Whistleblower channel on website				
Complaints and suggestions book				
QR codes in stores				
E-mail				

In addition to the communication channels through which customers can contact SMU, each format has a website to share important information, including store locations, hours of operations and current discounts.

### 7.1.3.1

## COMPLAINT MANAGEMENT

The Customer Service area uses a formal, pre-defined procedure to process feedback received through the different communication channels. When a complaint is received, the Company strives to contact the customer as quickly as possible, usually within 24 business hours. Complaint management platforms facilitate receipt, follow up and resolution of complaints.

In addition to SMU communication channels, the Company is legally required to respond to complaints filed through SERNAC within seven days. To improve traceability and streamline processes, the Customer Service team includes complaints filed through SERNAC in the

complaint management platform. As in 2023, the average response time for SERNAC complaints was five days in 2024.

SERNAC Complaint Management

SERNAC Complaints 2024	Unimarc	Alvi	M10	Super10	Total
Average response time (days)	5	5	5	5	5
% of SERNAC complaints answered	100%	100%	100%	100%	100%

SERNAC Complaints 2023	Unimarc	Alvi	M10	Super10	Total
Average response time (days)	5	5	5	5	5
% of SERNAC complaints answered	100%	100%	100%	100%	100%

To reinforce best practices in complaint management and streamline processes to provide more agile solutions to customers, employees responsible for in-person response to customer complaints receive training. This group of employees includes store managers, heads of area and customer service teams in stores where such a role exists.

7.2 ASEGURAMIENTO DE LA CALIDAD E INOCUIDAD

SMU's work is characterized by a firm commitment to the quality of its products and processes, in accordance with its Corporate Quality Policy.

Each format strives to provide this essential piece of the shopping experience to all customers while also meeting health regulations. The Company's Comprehensive Quality Assurance System covers the product cycle from arrival in the distribution center or store until the product is stocked on the shelf. The system includes a rigorous, risk-based process for selecting and monitoring suppliers as well as validating in-store operating processes.

Each year, the Company establishes a Quality Assurance Plan. In 2024, as it did in 2023 under this plan, the Company used a risk-based approach, focusing on stricter adherence to quality processes and identifying suppliers with external quality certifications. In addition to ensuring the quality of the products SMU carries, successful implementation of these measures should reduce the number of quality complaints and health code violations received over time. In 2024, the number of complaints was 11% lower than in 2023. Out of total health inspector visits to facilities, 7% resulted in the citation of a health code violation, maintaining the same rate as in 2023, but none of the violations was related to food safety.

The Quality Assurance Area has an annual, risk-based plan for training and reinforcing best operating practices under current procedures and regulations. In addition, the Company provided internal seminars to the commercial and quality teams regarding compliance for organic products, toys, school supplies, and fish and aquaculture products, in addition to updates on new regulations entering into force in 2025. Among other activities, the plan involved training focused on more than 10 safety and quality issues, and as a result, adherence to quality processes has improved by 1.2%.

### **7.2.1**

#### **PRODUCT SAFETY**

As part of its quality assurance model, SMU has a Microbiological Monitoring Program to ensure that food manufacturing, production and handling processes comply with the Company's internal rules and current legislation, taking into consideration a careful selection of products using a risk-based methodology. The program involves periodic sampling of products, equipment and utensils to ensure compliance with internal processes.

In 2024, samples were taken at 177 establishments, and 100% of samples taken had results that were within acceptable levels according to legal regulations in force.

With respect to its private label products, the Company also has a random sampling plan, in order to ensure compliance with both legal requirements and quality standards for these products. In 2024, based on the risk matrix, the Company decided to sample 109 product formulations. As part of the process, product labels, nutritional information, microbiology, and technical specifications, among other characteristics, are reviewed. This plan is carried out by an independent, accredited laboratory, which takes samples from different Company stores.

### **7.2.2**

#### **FOOD LABELING**

As part of its commitment to the Quality Policy, SMU ensures that the information on the labels of the products it offers – including private labels – is clear and meets the requirements outlined in Article 107 of the Food Sanitation Regulations from Food Labeling Law No. 20,606. In order to ensure the authenticity of claims, and consistent with its risk-based approach, the Company decided to verify the content of products claiming to have special attributes or to be free of particular substances by requiring suppliers to provide evidence of these claims in the product inclusion process, thereby protecting consumers.

In addition, the Quality Assurance Area works constantly to prepare the Company to meet new regulatory requirements, such as collaborating with the commercial area in 2023 on the implementation of new regulations applicable to alcoholic beverages (Law No. 21,363), requiring warning labels and nutritional information. The new law came into effect in the second July 2024.

In 2024, the Company received four health code violations for failure to comply with the labeling law. However, upon conducting a technical and legal analysis in each case, the Company concluded that there was no regulatory noncompliance and issued the appropriate defenses.

### **7.2.3**

#### **SUPPLIERS AND QUALITY**

For quality assurance, SMU uses a supplier evaluation and monitoring methodology involving a risk matrix based on each supplier's initial conditions (e.g., certifications) and its response to complaints from customers, stores or distribution centers.

As an additional input, it includes reviewing products already in storage to analyze behavior over their useful life, thereby orienting the focus of additional samples and providing preventive alerts for certain product categories.

In order to mitigate any food safety deviation related to the composition of products manufactured by the Company's suppliers, and in accordance with the risk matrix and the historical behavior of products and suppliers, the Company conducts random evaluations of products' microbiological characteristics through certified laboratories or through counter-sample analyses performed by suppliers.



# RESPONSIBLE SOURCING

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**SMU encourages responsible sourcing throughout the supply chain**, promoting respect, trust, transparency, fair treatment, and fluid relationships with more than 3,000 suppliers. It acts under the premise that a good relationship with them improves the quality of the final products and services and also supports the development of local micro, small and medium-sized suppliers. The Company strives to better understand its suppliers’ practices and policies and ensure alignment with CERCA values.

TOPICS	PROGRESS IN 2024	SDG
Risk Management in supply chain	Mentoring program for 26 100% Nuestro suppliers (in partnership with Simón de Cirene)	<div><div><div>2</div><div>ZERO HUNGER</div><div></div></div><div><div>8</div><div>DECENT WORK AND ECONOMIC GROWTH</div><div></div></div></div>
Development of local suppliers	<p>Renewal of the Mi Compromiso PYME Seal, from E&amp;Y and Unión Emprendedora.</p> <p>Talks and workshops for small suppliers of fruits and vegetables (in partnership with INDAP).</p> <p>193 exclusive spaces to promote the sale of products from the 100% Nuestro program.</p>	<div><div><div>17</div><div>PARTNERSHIPS FOR THE GOALS</div><div></div></div><div>Contributes to goals: 2.3 8.3 17.17</div></div>

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The supply chain is an essential part of SMU's business and in achieving its corporate vision of being the supermarket chain that best meets customer needs. The company must have an assortment of high-quality products at attractive prices, which requires developing long-term relationships with many suppliers.

In addition to direct suppliers, which supply the merchandise SMU sells, the Company works with many indirect suppliers, which are the companies that provide the goods and services SMU uses in its operations, e.g., technology, marketing, security and housekeeping.

Given their relevance in the quality of the products and services the Company offers its customers, SMU considers all its suppliers key stakeholders. SMU manages these relationships from a perspective of responsible sourcing – one of the core concepts of the SMU Corporate Sustainability Model. Thus, the Company promotes respect and trust with each of its suppliers with the expectation that they will uphold the highest ethical and regulatory standards while building sustainable, mutually beneficial relationships.

## **8.1 SUPPLIER MANAGEMENT**

SMU's relationships with its suppliers are managed in accordance with policies and procedures that aim to promote fair treatment and best practices. These include the Code of Ethics and Business Conduct, Free Competition Policy, Crime Prevention Policy, Responsible Sourcing Policy, Suppliers' Decalogue (ten main rules that regulate the Company's supplier relationships), and a Supplier Ombudsperson (an impartial mediator who acts in good faith to bring the parties together to resolve differences amicably and to reach a fair resolution).

In addition, the Company has specific policies and procedures in place depending on the type of supplier. For example, for direct suppliers, the General Merchandise Provision Regulations (NGAM) apply, whereas indirect suppliers are subject to the provisions of the Indirect Supplier Manual.

Overall, SMU worked with 3,221 suppliers in 2024, none of which individually represented more than 10% of total purchases of goods and services at the consolidated, Food Retail Chile segment, or Food Retail Peru segment level.

SMU continuously seeks to improve supplier management through different initiatives, such as the implementation of the SAP Ariba tool, which is used in the negotiation of purchases from indirect suppliers, including assets, IT, operating materials, and services, transforming the supply process through standardization and automation. This tool facilitates improved supplier management by making it easier to access and track documents; providing increased confidentiality and transparency in negotiation processes; centralizing and updating information; and delivering greater efficiency and time savings for buyers, among other benefits.

Another achievement in supplier management was a review of geographic zones in Chile that are affected by droughts, mapping out the main fruit and vegetable suppliers with production facilities in those zones, in order to understand how the water shortage affects them. This review was first conducted in 2022 and updated in 2024, as part of the Company's efforts to ensure the availability of products that are a key part of customer satisfaction and to mitigate the risks of climate change on the supply chain. The analysis focuses on regions with the most severe water shortages, identifying product types and production areas, covering large, medium, and small suppliers.

### Critical Suppliers

At SMU, supplier management includes identifying critical suppliers. Critical direct suppliers are defined as those that supply more than 60% of purchases in a given category and with a sales volume in excess of a certain threshold. There were 13 suppliers in this group in 2024. In order to safeguard the merchandise supply process and ensure high levels of product availability, SMU's logistics area has a program focused on high-volume suppliers, including critical suppliers. This program includes monitoring the supply chain, inventory management, early warnings of situations that affect the supply chain, designing efficiency plans, and the use of KPIs, among others.

Critical indirect suppliers are those that supply products or services that are essential for the Company's operations and without which, a significant business process would be interrupted, be it at stores, distribution centers, or headquarters. There are several special requirements involved in managing these suppliers. For example, SMU must have a continuity of service plan; include clauses on confidentiality, audits and service levels in contracts; and have documentation that supports the supplier's financial solvency. In 2024, the Company identified five critical indirect suppliers, representing 1% of all purchases.

### 8.1.1 SUPPLIER EVALUATION

In order to determine whether a contractual or commercial relationship can be initiated or maintained, SMU evaluates current and potential suppliers on the basis of criteria that depend on the nature of the product or service to be hired.

These criteria may include factors relating to the supplier's internal control system, energy efficiency, labor regulation compliance, anticorruption, social inclusion, and sustainable agriculture, among others. For example, SMU works with an external evaluation company

that performs a documentary evaluation for certain indirect suppliers. All national suppliers must pass the Compliance Tracker anticorruption filter to join as new supplier. SMU also considers sector-specific ESG impacts of suppliers (e.g., ensuring that contractors have their labor certifications up to date). If, for example, a supplier does not meet the minimum ESG requirements applicable to them within a certain timeframe, suppliers could be excluded from the contract.

Likewise, the Company reviews potential conflicts of interest with suppliers before initiating the contractual or commercial relationship. This information must be updated by suppliers every two year and/or whenever new situations that could affect the relationship arise.

### Suppliers Evaluated Under Sustainability Criteria

	Evaluated in last year <sup>17</sup>			Evaluated in last three years <sup>18</sup>	
	No. Suppliers	% Purchases 2024 <sup>19</sup>	% of New Suppliers Added <sup>20</sup>	No. Suppliers	% Purchases 2024
Domestic Suppliers	1,104	77%	45%	1,388	79%
International Suppliers	125	5%	24%	140	5%
<b>Total</b>	<b>1,229</b>	<b>82%</b>	<b>69%</b>	<b>2,340</b>	<b>84%</b>

#### 8.1.1.1 DIRECT SUPPLIERS

The SMU direct supplier evaluation methodology applies to new and existing suppliers. The Company classifies its direct suppliers based on their products' risk and determines whether they are certified (e.g., IFS Food, HACCP and SQF). A matrix dictates the actions required for each supplier based on their category, e.g., requesting proof of certification, conducting an audit, monitoring, etc. There are also specific criteria that apply to particular products. For example, organic products must have the corresponding certificate. SMU can also undertake on-site, second party in order to ensure compliance with quality standards required by the regulation in force and the Company's internal requirements. Likewise, SMU can require its

<sup>17</sup> Includes suppliers with purchases in 2024 who were evaluated during the preceding year.

<sup>18</sup> Includes suppliers with purchases in 2024 who were evaluated at least once between 2022-2024..

<sup>19</sup> It should be noted that this percentage is calculated at the supplier level. There are suppliers from which the Company purchases multiple types of products or services. The Company may evaluate some but not necessarily all products or services under sustainability criteria. For example, organic certification is evaluated at the product level, not at the supplier level. It is not possible to calculate the purchase amount at the supplier-product level. Therefore, if a supplier has been evaluated under at least one sustainability criterion, then all purchases of goods and services from that supplier are included, even those in categories that were not evaluated.

<sup>20</sup> Includes the amount of purchases from new suppliers evaluated under sustainability criteria as a percentage of total purchase from new suppliers in 2024.

suppliers to carry out on-site evaluations by an accredited independent auditing body in order to verify compliance with legal and quality standards, when the Company has identified deficiencies through its own personnel or has been informed of deficiencies by third parties, or when there is another justified reason for requiring such evaluation.

SMU requires that its private label and controlled brand suppliers be certified under the Global Food Safety Initiative (food products), ISO 9000 quality management or equivalent standards (non-food products). In the absence of these certifications, the supplier must submit to quality inclusion audits to verify minimum compliance levels. The recyclability of the packaging materials is also factored into the evaluation. Specific, product-level requirements apply for the private label portfolio, as well. For example, suppliers of cage-free eggs must provide the animal welfare certification (Certified Humane).

The technical area for private label products also contracts service providers for development and quality processes. These include certifying laboratories; consultants specializing in food safety regulations and ISP issues; and certifying agencies for audits, pre-shipping inspections, and ISO 9001:2015 certification maintenance for the development process.

Aiming to promote sustainability in the products it offers, SMU is working with suppliers to increase awareness of best practices in areas like social audits and animal welfare for consideration in future purchase processes. The Company has requested and received certifications relating to different sustainability matters. This information can be incorporated in future evaluation and selection processes.

### **8.1.1.2 INDIRECT SUPPLIERS**

In accordance with the Indirect Suppliers Evaluation and Adjudication Procedure, suppliers that participate in bidding processes, suppliers that are subject to Law No. 20,123 (regulating subcontracted work and temporary service providers), and other suppliers that the Company considers necessary must be evaluated on an annual basis by an external company that reviews legal, financial, and labor factors, as well as compliance with Chile's inclusion law. In addition, for domestic suppliers, prior to adjudication, the company must verify that the supplier has not in any way been linked to crimes regulated by Law No. 20,393 (bribery of domestic or international public officials, money laundering, financing terrorism, receiving stolen property, corruption, misappropriation, malfeasance, negotiations where a conflict of interest in present, water pollution, and others) or other crimes.

With respect to indirect suppliers that have been identified as critical, in accordance with the Indirect Supplier Purchase Policy, the internal controls of such suppliers must be evaluated once a year, through a report issued by an independent audit firm.

### Contractors

With respect to contractors, subcontractors, and temporary service providers, in accordance with the Labor and Social Security Certification Procedure, in order to commence and maintain a contractual relationship with SMU, the Company uses an agency authorized by the National Institute for Standardization to certify monthly compliance with labor and social security obligations. The agency monitors 100% of recurrent contractors with personnel in the Company's facilities, and these suppliers authorize SMU to undertake the necessary actions required to fulfill the obligations with the individuals who are employed as contractors or temporary service providers at the Company's facilities, in the event that such suppliers fail to comply with the certification requirement.

During 2024, SMU worked with 231 contractor, subcontractor and EST companies, of which 95.8% complied with 100% of their monthly certifications. With respect to the remaining 4.2%, the non-compliance was related to delays associated with established requirements. The Company generated action plans to work with the companies, in order to remedy the situation. However, two companies presented repeated breaches that led to the termination of their services.

### 8.1.1.3

#### SIGNIFICANT SUPPLIER SCREENING AND EVALUATION

Evaluations of significant suppliers—defined as critical direct and indirect suppliers, as well as suppliers that have been identified as having high ESG risk for failing to meet a particular standard—are detailed below.

#### Significant Suppliers

	2024
Total number of Tier-1 suppliers <sup>21</sup>	3,221
Total number of significant suppliers in Tier-1	28
Total number of significant suppliers in non-Tier-1	0
<b>Total number of significant suppliers (Tier-1 and non-Tier-1)</b>	<b>28</b>

<sup>21</sup> Tier-1 suppliers are suppliers that sell products or services directly to the Company. Non-Tier-1 suppliers are suppliers that sell products or services to SMU's Tier-1 suppliers.

### Significant supplier assesment

	2024	Target 2024
Total number of significant suppliers assessed via desk assessments/on-site assessments	23	
% of significant suppliers assessed	82%	
Number of significant suppliers assessed with substantial actual/potential negative impacts	10	
% of significant suppliers with substantial actual/potential negative impacts with agreed corrective action/improvement plan	100%	100%
Number of significant suppliers with substantial actual/potential negative impacts that were terminated	2	

### Corrective action plans

SMU supports its suppliers with the implementation of corrective action plans. In 2024, the Company identified ten contractor company suppliers as having high ESG risk, as they had failed to have their contractor labor certification up to date. SMU worked with all seven of these suppliers via corrective action plans to help get their labor certification up to date.

### Corrective action plans for significant suppliers

	2024	Target 2024
Total number of suppliers supported in corrective action plan implementation	10	100%
% of suppliers assessed with substantial actual/potential negative impacts supported in corrective action plan implementation	100%	

#### 8.1.1.4

### SUPPLIER DEVELOPMENT

SMU aims to support its suppliers in developing capabilities in order to improve their environmental, social, and governance performance and practices. During 2024, the Company provided training to contractor company suppliers on topics such as occupational risk prevention, changes in the labor inclusion law, and prevention of workplace harassment, sexual harassment, and violence at work. Some 219 suppliers participated in the training, including five significant suppliers (18% of significant suppliers). In addition, as part of its focus on developing small and medium-sized suppliers, the Company provided training on topics such as agricultural best practices and sustainability in business, as described in section 8.2.2.1.

## **8.2 DEVELOPMENT OF LOCAL SUPPLIERS**

### **8.2.1**

#### **LOCAL SUPPLIERS**

As a company with a strong regional identity, SMU strives to enrich its offerings with local products that reflect the areas where it operates and, more importantly, support SME growth.

In Chile, 93% of SMU purchases are from Chilean suppliers. Furthermore, 80% of the purchases from Chilean suppliers are from Santiago, while the other 20% are from outside the metropolitan area.

### **8.2.2**

#### **100% NUESTRO PROGRAM**

The *100% Nuestro* Program, led by Unimarc, is an innovative initiative within the retail industry. The program was created in 2012 to contribute to society by developing local suppliers throughout Chile. The first region to participate in the program was Aysén.

The shared-value initiative aims to enrich the Unimarc assortment with attractive, regional products that contribute to the customer shopping experience. It also helps small, local producers (MSMEs) by providing scalability for local suppliers from every region of Chile. By the end of 2024, the *100% Nuestro* Program had 180 active suppliers, of which 25.5% were from the Metropolitan Region, and 74.5% were from outside Santiago.

### **Fruits and vegetables account for 37% of *100% Nuestro* sales**

This program provides new suppliers, who otherwise might not have access to large retailers, an opportunity to sell their products at a supermarket with national coverage for the first time. Program benefits include specialized executives whose KPIs include socioeconomic and environmental factors in addition to sales. Participating companies also benefit from preferential conditions, access to mass sales channels, training programs, specialized mentoring, prominent placement on shelves and advertising through traditional and social media.

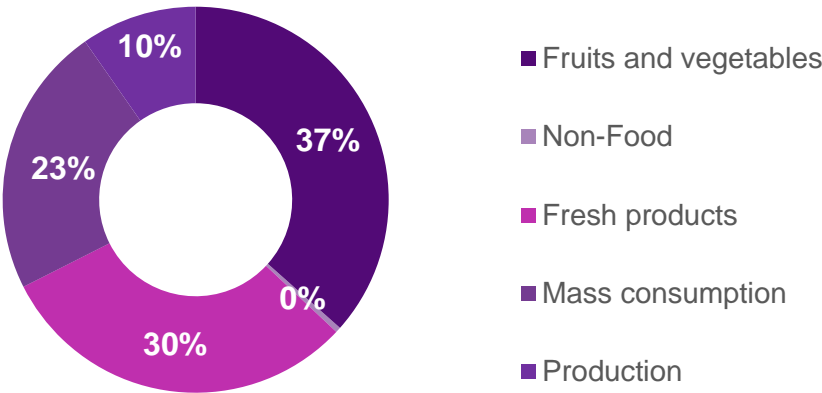
The program now includes products in all Unimarc's main categories, offering an assortment that contributes to a differentiating and sustainable value proposition

100% Nuestro Suppliers by Business Line

Business	No. Suppliers	% Suppliers
Fruit and vegetables	50	28%
Non-food	4	2%
Fresh foods	36	20%
Mass consumption products	70	39%
Production	20	11%
Total	180	100%

100% Nuestro Unimarc Purchases in 2024

Out of all purchases from *100% Nuestro* suppliers, the largest share comes from fruit and vegetables, followed by mass consumption products, e.g., natural products, long-life juices and nectars, cocktails and snacks.



The *100% Nuestro* Program identifies and captures opportunities to incorporate micro, small and medium-sized companies into Unimarc's assortment, thus offering customers the opportunity to buy locally produced goods. It also trains and develops current suppliers, enhancing their growth and market performance. The Company evaluates the suppliers' social, environmental and economic sustainability practices based on indicators like women-led companies, inclusion of people with disabilities and/or senior citizens, products made from recycled products and/or food recovery. As an example, 40% of *100% Nuestro* MSMEs are women-led companies.



## 100% Nuestro Program

The Company continuously seeks to promote this initiative, giving visibility to entrepreneurs and locally sourced products. This directly impacts customer awareness, making it easier for them to identify and choose products with the "100% Nuestro" label, thus contributing to the growth of micro, small, and medium-sized enterprises located across different regions of the country.

In order to grow the program, expanding its impact by attracting potential suppliers to participate, the Company actively uses different communication channels.

During 2024, a total of 63 posts were published on Instagram and 86 on LinkedIn, highlighting suppliers' life stories, new additions and products, development programs, key dates and milestones, as well as established partnerships.

In addition, by the end of 2024, there were 193 exclusive display areas for "100% Nuestro" program products, enhancing in-store communication and allowing customers to find a wide variety of locally made products in one place, showcasing the different offerings available to them.



**+400**  
small & medium  
businesses  
to date

Implemented  
in all  
**stores**  
**Unimarc**  
across the country



**+1,000**  
products  
throughout Chile



## Customer and Supplier Evaluation of 100% Nuestro

SMU surveys and studies 100% Nuestro customers and suppliers to learn about program effectiveness and its contributions to different entrepreneurs. It also identifies opportunities for improvement. The Program Awareness Survey among customers (NPS), conducted in April 2024, reached 79.1%, highlighting as favorable aspects of the program the support for local SMEs, the product variety, and the support for the local market.

On the other hand, the most valued attributes by suppliers are the increased visibility of their products in the market, the support, dedication, and interest shown by the Company in the growth of their businesses, and the closeness they experience at the various points of contact with employees. Another highlight is the increase in sales they have achieved thanks to their exposure in Unimarc stores and their improved market positioning.

### 8.2.2.1

#### Supplier Development

##### Partnership with INDAP

The *100% Nuestro* Program began as an opportunity to incorporate small fruit and vegetable producers in Chile's XI Region through a strategic public-private partnership with INDAP. The program met the need for fresh, local produce from suppliers for whom access to mass sales channels would have otherwise been impossible, creating shared value and benefit among customers, suppliers, and food retailers.

The partnership with INDAP is ongoing through the Fruit and Vegetable Production Supply Program, which supports small grower development, optimizes their production processes, incorporates small growers into sales channels and helps them access special conditions. As of December 31, 2024, 26 MSMEs participate in the program.

As part of efforts to support agricultural development, *100% Nuestro* growers who also participate in the Fruit and Vegetable Production Supply Program receive annual training on best agricultural practices. SMU contributes to small grower development and continuous improvement through audit programs that also safeguard quality and food safety for consumers. The audits assess physical infrastructure, equipment and utensils, personal hygiene, storage, cleanliness and sanitation, comprehensive pest management, traceability, quality and safety assurance. INDAP works with suppliers to create work plans and address any weaknesses.

##### Mi Compromiso SME Seal

The *Mi Compromiso* SME Seal, a program led by the NGO Unión Emprendedora and EY, seeks to promote the growth of small and medium-sized enterprises (SMEs) in the country through increased local purchasing and/or development actions. Companies invited to receive the seal undergo a diagnostic assessment of their current situation and the opportunity to foster SME growth, through an evaluation process carried out by EY. Subsequently, each company develops a work plan with specific objectives and goals, whose fulfillment is reviewed annually by EY.

SMU was invited to take part in this initiative due to its more than 10 years of promoting the development of local SMEs through the *100% Nuestro* Program. In 2024, an assessment was carried out to identify opportunities to further promote the program, defining action plans related to product placement and shelf space, in-store replenishment, supply to stores and distribution centers, promotions and tastings with POP materials, as well as digital spaces on the Unimarc.cl website.

Supplier Training

As part of the focus on supplier development, providing knowledge and tools to 100% *Nuestro* suppliers is critical to positively impacting their business growth. In 2024, the Company’s commitment led to several training activities, including lectures, workshops and mentoring.

100% *Nuestro* Supplier Training Programs in 2024

Initiative	Training Topics	No. of suppliers attending
Under the INDAP partnership agreement, the program offered two talks and one specialized workshops on agricultural best practices.	<ul style="list-style-type: none"><li>• Shelf life of food</li><li>• Food loss and waste</li><li>• Energy efficiency</li><li>• Water management</li><li>• Personal hygiene</li><li>• Personal protective equipment</li></ul>	35 growers
Mentoring program in partnership with Corporación Simón de Cirene	<ul style="list-style-type: none"><li>• Diagnostic</li><li>• Goal setting and action plans</li><li>• Monitoring</li><li>• Tools like Canvas, SWOT</li><li>• Meetings with experts and advisory services</li></ul>	26 entrepreneurs

## 8.3 SUPPLIER PAYMENTS

SMU conducts its payment processes based on the General Merchandise Procurement Regulations, the Indirect Suppliers Manual, the Small Suppliers Procedure, the Payment Processing Procedure and the Exception Registration Procedure, rules anchored in the contractual relationship and current legal regulations. The distinction is not between critical and non-critical suppliers but between small and large ones.

All small suppliers are paid within a maximum of 30 days. For large suppliers, unless a supplier has a contract with SMU that sets a different term, the payment term is also 30 days. Suppliers with contracts are paid within the agreed-upon term.

The Company has a scheduling team that ensures these standards are met. This team periodically reviews supplier classifications to ensure that small suppliers are classified as such. SMU does not set goals for supplier payment terms other than those outlined in the policies above. In 2024 and 2023, the Company did not pay interest for late payment of invoices.

By law, agreements setting payment terms for large domestic suppliers in excess of legal requirements must be registered with the Chilean Ministry of Economy's Registry of Agreements with Exceptional Payment Terms. As of December 31, 2024, SMU has 15 contracts registered.<sup>22</sup>

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<sup>22</sup> The registry does not allow registration of agreements more than five days after their signing. Most contracts between SMU and its suppliers were signed before the registry came into effect. The Company is in the process of signing contract annexes that will allow the agreements to be added to the Registry. However, it should be noted that supplier payment is made in accordance with the mutually agreed-upon conditions set forth in the respective commercial agreements.

## Supplier Payments 2024

	Up to 30 calendar days*	31-60 calendar days	Over 60 calendar days	Total
<b>No. Invoices (Domestic Suppliers)</b>	<b>458,208</b>	<b>2,096,376</b>	<b>688,991</b>	<b>3,243,575</b>
SMU Chile	417,685	2,039,206	679,390	3,136,281
SMU Peru	40,523	57,170	9,601	107,294
<b>No. Invoices (International Suppliers)</b>	<b>1,010</b>	<b>1,261</b>	<b>803</b>	<b>3,074</b>
SMU Chile	990	1,197	765	2,952
SMU Peru	20	64	38	122
<b>Amount of Invoices (Domestic Suppliers)</b> (CLP millions; amounts include VAT)	<b>632,496</b>	<b>1,724,369</b>	<b>576,516</b>	<b>2,933,381</b>
SMU Chile	609,050	1,681,300	565,863	2,856,214
SMU Peru	23,446	43,069	10,652	77,167
<b>Amount of Invoices (International Suppliers)</b> (CLP millions; amounts include VAT)	<b>71,571</b>	<b>79,215</b>	<b>36,681</b>	<b>187,467</b>
SMU Chile	71,411	79,001	36,244	186,656
SMU Peru	160	213	438	811
<b>No. Domestic Suppliers</b>	<b>2,557</b>	<b>1,148</b>	<b>380</b>	<b>3,038</b>
SMU Chile	2,162	847	330	2,292
SMU Peru	395	301	50	746
<b>No. International Suppliers</b>	<b>103</b>	<b>99</b>	<b>124</b>	<b>183</b>
SMU Chile	100	93	122	172
SMU Peru	3	6	2	11

## Supplier Payments 2023

	Up to 30 calendar days*	31-60 calendar days	Over 60 calendar days	Total
<b>No. Invoices (Domestic Suppliers)</b>	<b>444,101</b>	<b>2,097,730</b>	<b>747,531</b>	<b>3,289,362</b>
SMU Chile	404,968	2,042,950	741,245	3,189,163
SMU Peru	39,133	54,780	6,286	100,199
<b>No. Invoices (International Suppliers)</b>	<b>675</b>	<b>1,265</b>	<b>564</b>	<b>2,504</b>
SMU Chile	644	1,223	528	2,395
SMU Peru	31	42	36	109
<b>Amount of Invoices (Domestic Suppliers)</b> (CLP millions; amounts include VAT)	<b>540,824</b>	<b>1,756,592</b>	<b>576,177</b>	<b>2,873,593</b>
SMU Chile	517,882	1,711,642	569,121	2,798,644
SMU Peru	22,942	44,950	7,056	74,949
<b>Amount of Invoices (International Suppliers)</b> (CLP millions; amounts include VAT)	<b>39,044</b>	<b>82,804</b>	<b>22,816</b>	<b>144,663</b>
SMU Chile	38,977	82,702	22,287	143,966
SMU Peru	66	102	529	697
<b>No. Domestic Suppliers</b>	<b>2,513</b>	<b>1,164</b>	<b>421</b>	<b>2,975</b>
SMU Chile	2,243	888	368	2,376
SMU Peru	270	276	53	599
<b>No. International Suppliers</b>	<b>89</b>	<b>97</b>	<b>108</b>	<b>164</b>
SMU Chile	85	94	106	155
SMU Peru	4	3	2	9

\* In compliance with legal requirements in Chile, all small suppliers are paid within a maximum of 30 days.

### Purchases from Suppliers<sup>23</sup>

	No. of Suppliers		Proportion of Purchases (%)		Amount of Purchases (CLP Bn; excl. VAT)	
	2024	2023	2024	2023	2024	2023
Domestic Suppliers	2,405	2,647	93%	94%	2,517	2,407
International Suppliers	169	155	7%	6%	186	145
<b>Total</b>	<b>2,574</b>	<b>2,802</b>	<b>100%</b>	<b>100%</b>	<b>2,703</b>	<b>2,552</b>

### Purchases from Domestic Suppliers

	No. of Suppliers		Proportion of Purchases (%)		Amount of Purchases (CLP Bn; excl. VAT)	
	2024	2023	2024	2023	2024	2023
Suppliers from Santiago	1,714	1,801	80%	80%	2,025	1,932
Suppliers from Other Regions	691	846	20%	20%	492	474
<b>Total</b>	<b>2,405</b>	<b>2,647</b>	<b>100%</b>	<b>100%</b>	<b>2,517</b>	<b>2,407</b>

<sup>23</sup> Data is for operations in Chile. There are small differences between the number of suppliers with purchases and the number of suppliers paid, due to differences between the date of the purchase order and invoice date.



# COMMITMENT TO SOCIETY

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SMU aims to be a strategic partner in the communities where it operates, **focusing its efforts on generating shared value and friendly community management that is part of operations at each store.** Likewise, drawing on its extensive presence throughout Chile and regional origins, SMU’s sustainable management of its business enables it to promote inclusiveness of individuals with disabilities at and outside the Company, and support initiatives and projects that benefit the community.

TOPICS	PROGRESS IN 2024	SDG
Regional development	Execution of Unidos Campaign 2024, supporting Fundación Las Rosas and Club de Leones Cruz del Sur with CLP\$13 million each.	<div><div>2 ZERO HUNGER</div><div>10 REDUCED INEQUALITIES</div></div>
Good neighbor		
CSR and contributing to society	Execution of Teletón Campaign 2024, contributing CLP\$1.4 billion.	<div><div>17 PARTNERSHIPS FOR THE GOALS</div><div>Contributes to goals: 2.1 10.2 17.17</div></div>
Fondo Descúbreme 2024: customer donations financed 11 social projects for the development of people with cognitive disabilities (213 direct beneficiaries)		

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## **9.1 COMMUNITY RELATIONS**

Sustainable business management requires knowing and connecting with the community to better understand the surrounding communities' needs, concerns and expectations and foster mutually beneficial relationships for SMU and its neighbors. Given its regional origins, a local commitment to the more than 160 municipalities where it operates is part of SMU's DNA.

As stated in the Company's Code of Ethics and Business Conduct, Corporate Sustainability Policy and Good Neighbor Policy Statement, SMU strives to be a good neighbor. Its efforts are rooted in strengthening community engagement, generating quality employment, developing opportunities for local suppliers and supporting local organizations.

As part of the Company's purpose, "With closeness we make our customers' lives easier," 20 new Unimarc, Alvi, Super10, and Maxiahorro stores were inaugurated in 2024. These openings allow SMU to be closer to its customers and directly contribute to supplying the communities where it operates.

### **9.1.1 GOOD NEIGHBOR PROGRAM**

In recent years, SMU has enhanced its community management through the Good Neighbor Program, which fosters trust-based relationships and collaboration with residents in the areas where the Company operates.

The Company has a methodological approach to identify key community stakeholders and analyze the surrounding environment, which facilitates the design of community engagement plans tailored to each operating store.

During the past year, this methodology was applied for the third time to identify key community stakeholders and characterize the immediate surroundings.

In terms of new projects and store remodels, environmental assessments and stakeholder mapping continued to be carried out to enable early engagement in each location.

Likewise, community engagement remains part of the stores' daily operations, so community-related actions are included in the agenda and regular responsibilities of store managers.

With these efforts, SMU has continued strengthening an organizational culture where being a good neighbor reflects CERCA culture.

## 9.2 COLLABORATION WITH NON-PROFIT ORGANIZATIONS

Since collaboration is part of CERCA culture, SMU operates with the conviction that it achieves better results by complementing its efforts and expertise with institutional partnerships that reach more people and stakeholders. The Company has long-standing agreements and strong ties with several nationally renowned organizations.

Through these partnerships with specialized organizations, the Company supports and undertakes initiatives closely tied to diversity and inclusion as well as the zero-hunger target. SMU's collaboration may involve volunteering, social sponsorship, collecting customer checkout donations and/or merchandise, gift card or monetary donations.

### 9.2.1 DIVERSITY AND INCLUSION INICIATIVES

#### Teletón

Since 2011, Unimarc has been the official supermarket of Teletón—an institution that provides comprehensive rehabilitation services to children and young people with physical disabilities, raises awareness and advocates for the rights of individuals with disabilities.

In 2024, Unimarc and all SMU Chile supported Teletón through customer and employee fundraising campaigns that supplement the Company's corporate donation. In one fundraising campaign, the Teletón Gift Card, SMU donated 10% of each sale to Teletón.



As in previous years, employees of the Company demonstrated their remarkable commitment through multiple fundraisers and donated CLP 537 million.

The corporate donation, Teletón Gift Card campaign and employee donations amounted to a total Teletón donation of CLP 1.4 billion<sup>24</sup>.

<sup>24</sup> Considers amounts delivered during calendar year 2024. Includes amounts approved in 2023 and paid in 2024. Does not include amounts approved in 2024 that will be paid in 2025.

### **Magallanes Rehabilitation Event**

For the last 15 years, Unimarc has participated in this important charity campaign to fund annual operations at the Cruz del Sur Lions Club rehabilitation centers for people with disabilities in Chile's Magallanes Region, where Teletón has no centers. In 2024, SMU donated CLP 65.5<sup>25</sup> million in addition to the CLP 3,361,000 in customer checkout donations raised at the region's Unimarc stores.

### **Coyhaique Rehabilita**

SMU supports the Coyhaique Rehabilita Rehabilitation Center in the Aysén Region. The center's mission is to rehabilitate children and adults with disabilities, and it serves over 400 people from the surrounding towns. The region's Unimarc stores collected CLP 4,081,600 in customer checkout donations in 2024.

### **Special Olympics**

Special Olympics is a non-governmental organization that promotes the inclusion of people with intellectual disabilities in society through programs focused on sports, health, education, and leadership. In 2023–2024, Chile participated in the Latin American Special Olympics Games in Asunción with a historic delegation of 60–90 people, featuring gender parity and unified teams. SMU contributed CLP 20–35 million to support these athletes. Additionally, SMU committed to sponsoring the Chilean delegation on its journey to the upcoming Special Olympics World Games, which will be held in Chile in 2027, pledging to contribute the same annual amount provided in 2024.

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<sup>25</sup> Considers amounts paid during calendar year 2024. Includes amounts approved in 2023 and paid in 2024. Does not include amounts approved in 2024 that will be paid in 2025.

### **SERNAMEG Women Entrepreneurs Fair**

SMU began partnering with the Women and Work area of Chile's National Service for Women and Gender Equity (SERNAMEG) to organize fairs for women entrepreneurs in 2022. In 2024, it hosted five fairs at headquarters and the Lo Aguirre distribution center, with the participation of 39 entrepreneurs. Additionally, for the first time, entrepreneurship fairs were held at Unimarc in the Tarapacá and Antofagasta regions, with the participation of 28 entrepreneurs.

### **Fundación Las Rosas**

In 2024, SMU continued collaborating with Fundación Las Rosas, Chile's largest organization working with senior citizens. Fifty-two SMU volunteers spent time with residents and employees at the La Florida retirement home at three events celebrating Chile's National Holidays, Easter and Christmas.

### **Unidos Campaign**

Since 2020, SMU's *Unidos* campaign has aimed to bring customers, the community and the Company together in a three-part network to support several social organizations. SMU donates the equivalent of 10% of gift card sales during the *Unidos* campaign to organizations that align with the Company's Diversity and Inclusion Model. In 2024, it donated CLP 26,404,746 to Fundación Las Rosas and the Cruz del Sur Lions Club rehabilitation centers in Punta Arenas. This campaign allowed Fundación Las Rosas to deliver food to 1,583 people.



## Fondo Descúbreme

Having partnered with Fundación Descúbreme since 2012, SMU created Fondo Descúbreme, a competitive funding grant funded by customer checkout donations across all SMU Chile formats. The *Descúbreme* fund focuses on the inclusion of people with cognitive disabilities. To date, it has funded over 260 projects, directly benefiting more than 6,000 people. In 2024, checkout donations totaled CLP 132,375,160.

### 2024 Fondo Descúbreme Projects

Region	Institution	No. Beneficiaries	Project
VII Maule Region	Desafío Levantemos Chile	15	Commercial Boost UNPADE (National Union of Parents and Friends of People with Intellectual Disabilities)
IX La Araucanía Region	Tulio Mora Alarcón Special School F- 839	16	Inclusive Flavors: Strengthening the Kitchen Vocational Workshop
VII Maule Region	Hogar Belen Talca Corporation	14	I Find My Job at Christmas
VI OHiggins Region	Ave Fénix Foundation	12	Forging Artisans: Inclusive Aromas
XIII Metropolitana Region	Corporation for Education and Health for Down Syndrome	47	Eduardown Inclusive Ecological Garden
VIII Biobío Region	CECAP Educational Corporation (Training Center)	33	Learning to Weld, I Can Improve My Future
VIII Biobío Region	Quimahue Educational Corporation	13	Cooking My Dreams
X Los Lagos Region	Inclusive Seal Foundation	21	Té Quiero Inclusive Cooperative, Strengthening a Social and Sustainable Enterprise
V Valparaíso Region	EPAA – Autism Support Foundation Chile	12	CEAsolidario Socio-Labor Program
VIII Biobío Region	INCLUSOMOS Foundation	16	Included in 3D Printing
X Los Lagos Region	Inclusive Seal Foundation	21	Té Quiero Inclusive Cooperative, Strengthening a Social and Sustainable Enterprise
V Valparaíso Region	EPAA – Autism Support Foundation Chile	12	CEAsolidario Socio-Labor Program
VIII Biobío Region	INCLUSOMOS Foundation	16	Included in 3D Printing
VII Maule Region	Unpade Vocational Workshop	14	Sublimating Inclusion

### 9.2.2

## INITIATIVES THAT PROVIDE FOOD TO AT-RISK POPULATIONS

### Corporación Nuestra Casa – Chef por Chile

SMU has collaborated with Corporación Nuestra Casa and Chef por Chile since 2021, participating in several initiatives that provide food to at-risk people. The Company donates products to these two organizations, which then prepare meals and deliver them to soup kitchens and social groups in different communities, benefiting 7,550 vulnerable people during 2024.

### Emergency Donations

Over the last years, various wildfires and weather events have impacted Chile, primarily in the country's central-southern zone. As part of its social commitment, in 2024, SMU worked with Desafío Levantemos Chile to donate food baskets to affected families. The total value of the donated products was CLP 83,315,350.





### Food Donations

Food donations are part of SMU's commitment to zero hunger and reducing food waste. They help at-risk people while protecting the environment and reducing emissions from the overproduction of food that will not be consumed. In 2024, SMU partnered with 368 social organizations, making product donations available for pick-up and delivery to more than 164,000 beneficiaries. For more information, see 10.1.1 Reducing Food Waste.



# WE CARE ABOUT THE ENVIRONMENT

**SMU approaches caring for the environment** through specific policies and models, as well as through its strategic plan for 2023-2025. As such, SMU is committed to identifying the operation’s potential impacts, moving forward with plans and programs designed to mitigate them, by expanding waste management initiatives, climate change mitigation, emissions reduction, circular economy, and energy and water efficiency measures.

TOPICS	PROGRESS IN 2024	SDG
Caring for the environment	Tons of food waste avoided increased 9.2% vs. 2023.	<div><div><div>6</div><div>CLEAN WATER AND SANITATION</div><div></div></div><div><div>7</div><div>AFFORDABLE AND CLEAN ENERGY</div><div></div></div><div><div>12</div><div>RESPONSIBLE CONSUMPTION AND PRODUCTION</div><div></div></div><div><div>13</div><div>CLIMATE ACTION</div><div></div></div></div>
Waste management	Consumption of energy from renewable sources reached 14.3% in 2024 (12.1% in 2023).	
	ISO 50.001 Certification for Energy Management System for operations in Chile.	
	Deliveries from Distribution Centers to stores using electric trucks: 4% (vs. 2% in 2023).	
	Reduction of 6,314 m³ in water extraction and 613 m³ in water consumption at Lo Aguirre Distribution Center vs. 2023.	



Caring for the environment is essential to SMU’s sustainable development. The corporate guidelines on environmental protection are available in the Corporate Environmental Management Policy, the Corporate Energy Efficiency Policy and the Environmental Care and Protection Statement, which is part of the Corporate Sustainability Policy. The Company’s commitment to climate action has led to numerous recent initiatives focused on energy efficiency, waste management and quantifying and reducing greenhouse gas (GHG) emissions.

In 2024, the Company made progress in several areas. In energy efficiency, the expanded scope of the Energy Management System earned ISO 50001:2018 certification for operations in Chile. In water efficiency, SMU implemented a water recirculation project at the Lo Aguirre distribution center. Finally, it signed new agreements for electricity supply from renewable energy sources that will come into effect in the coming years.

To ensure the proper handling of environmental matters and foster a culture of environmental protection, SMU offered training this year on topics including energy efficiency, food waste prevention, waste management and waste recovery.

10.1 WASTE MANAGEMENT

SMU is firmly committed to responsible waste management and uses key criteria to minimize the environmental impact of its operations. The Company is constantly exploring Innovative solutions and prioritizing the circular economy to reuse and recover more waste, improve distribution and product sales processes and reduce food waste.

SMU Chile’s establishments generated 3% less waste than in 2023, thanks to improvements in recycling, food donations and other initiatives that reduce product waste.

Summary of Waste from Operations in Chile (Tons)

	2024	2023	Variation
Household-like waste	63,260.95	65,272.66	-3.08%
Hazardous waste	21.89	41.76	-47.58%
Total waste disposed for elimination	63,282.84	65,314.42	-3.11%

10.1.1  
REDUCING FOOD WASTE

As a food retailer, SMU can significantly impact climate action by reducing food waste—thus eliminating waste at the source and reducing emissions from the overproduction of food that will not be consumed. The Company addresses the challenge across its various areas. It begins by offering the right product assortment for customers’ preferences and plans procurement to align purchase volumes with demand.

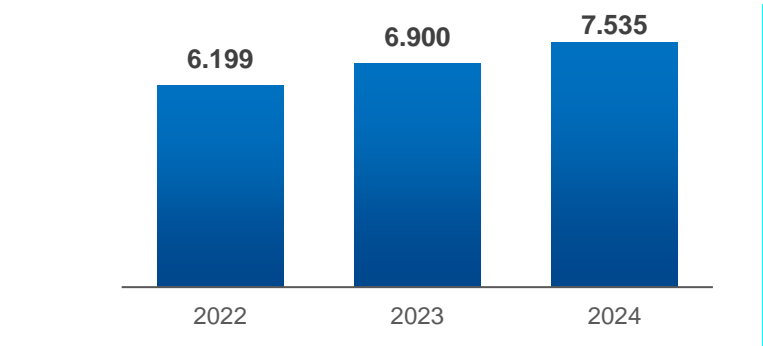
In Chile, the next step is Consume Soon, an initiative aimed at reducing food waste by offering steep discounts of up to 50% on products that are still in optimal condition but approaching their sell-by date. This shared-value initiative, involving SMU, its customers and the environment, prevented 6,571 metric tons of food from becoming waste in 2024.

When products have not been sold, they can be designated for donation. In 2024, the Company provided 785 metric tons of food and other products to social organizations. Additionally, 97 metric tons of products unfit for human consumption were given to zoos, animal shelters and rescue organizations in Chile. Such initiatives have a positive impact on the communities where the Company operates, benefiting various types of organizations and protecting the environment.

Another 81 tons of products that could not be sold or donated were used as raw material for manufacturing new products, thus preventing waste.

The aforementioned initiatives prevented 7,535 metric tons of food from becoming waste, representing a 9.2% increase over 2023 and reduced emissions by 4,723 MTCO<sub>2</sub>e.

Tons of food waste avoided through SMU Chile’s Reducing Food Waste



Considering only the products donated and processed during 2024, 964 tons of waste were avoided, equivalent to 7.9% of the total volume of products disposed for elimination.

#### Donated or Recovered Products (Tons)

	2024	2023	2022
<b>Total potential food product waste</b>	<b>12,076.5</b>	<b>11,313.9</b>	<b>12,233.22</b>
<b>Total products donated or recovered</b>	<b>963.7</b>	<b>831.0</b>	<b>795.6</b>
Products donated to people	785.3	641.4	660.0
Products donated for animal consumption	97.3	95.0	38.8
Products recovered	81.1	94.6	96.8
<b>Total food product waste for disposal</b>	<b>11,112.8</b>	<b>10,482.9</b>	<b>11,437.62</b>
<b>% of potential food product waste donated or recovered</b>	<b>7.9%</b>	<b>7.3%</b>	<b>6.5%</b>
<b>Coverage (% of revenue):</b>	<b>100%</b>	<b>98%</b>	<b>98%</b>

## REDUCING FOOD WASTE

# 7,534.9

**TONS**  
RESCUED

## 6,571.2

**TONS**

OF FOOD RECOVERED AND  
SOLD UNDER THE CONSUME  
SOON PROGRAM



DONATIONS TO  
PEOPLE (CHILE)

### 677.3Tons

of food and other  
products donated for  
human consumption

BENEFICIARIES

**368** Non-profits  
**164,068** Individuals



DONATIONS TO  
ANIMALS

### 97.3Tons

of food and other  
products donated for  
animal consumption

BENEFICIARIES

**7** Organizations



VALORIZATION

### 81.1Tons

of food used as raw  
material to make new  
products.

DONATIONS TO  
PEOPLE (PERU)

### 108.0Tons



### **10.1.2**

#### **COMMITTED TO RECYCLING**

To reduce the environmental impact of waste generated at its stores and distribution centers, SMU identifies and promotes alternatives to reuse or recycle recoverable materials, i.e., those for which there is an alternative use, thus preventing their disposal. It encourages its customers to do the same by providing information both in-store and through other communication channels.

SMU primarily recycles packaging, including flexible plastics and cardboard used for transporting and storing products. The Company also recycles paper waste and the oil and grease from food production.

The distribution centers also recover wood waste resulting from the use and wear and tear on pallets: an external supplier collects the wood waste and recovers it for use as an energy source.

In Chile, SMU has actively worked to comply with the Framework for Waste Management, Extended Producer Responsibility and Recycling Promotion (Law No. 20,920, also known as the REP Law). It has paid particular attention to Supreme Decree No. 12/2021, which sets the recycling targets for packaging introduced into the market. In this context, SMU assumes responsibility for the traceability of its containers and packaging, as well as for filing the legally mandated reports.

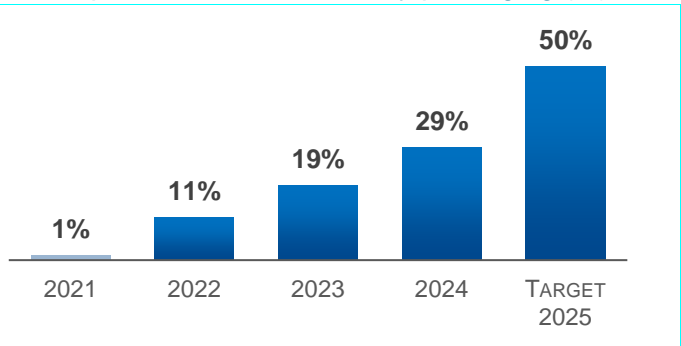
To comply with the REP Law, SMU joined a multi-company waste management system responsible for ensuring a certain volume of containers and packaging is recycled. The targets reflect REP Law requirements based on the volume of containers and packaging the member companies placed in the market. SMU reports all the data necessary to verify the quantity (in tons) of containers and packaging placed in the market and processed for recycling at each facility.

#### **Promoting recyclable packaging**

SMU recognizes its critical role in promoting and facilitating recycling. To inform and educate consumers about the proper way to recycle packaging, 100% of the Company's permanent private label assortment features information on the composition of the packaging.

As part of its 2023-2025 Strategic Plan, SMU aims to have ecofriendly packaging for 50% of its private label assortment. The figure reached 29% in 2024, up from 19% at year-end 2023.

Private label products with ecofriendly packaging (%)



**Promoting reusable packaging**

In line with its commitment to reducing waste generation, SMU’s sustainability strategy actively encourages packaging reuse. The Company ensures that all supermarket stores offer a wide range of beverages in returnable bottles, providing customers with more environmentally responsible options. It also utilizes graphics and information to raise customer awareness regarding the environmental impact of disposable bottles and the importance of choosing reusable options.

To encourage the use of returnable containers for other products, SMU continued to sell cleaning products at Ecocarga stations, where customers can refill containers with detergent, dishwashing liquid, or fabric softener, thus preventing the disposal of the bottles and bags that package these products. These stations dispensed 40,396 liters of product in 2024, eliminating the need for 10,724 containers and keeping the equivalent of 1,420 kilograms of plastic container waste from disposal.

**Eliminating single-use plastics**

In recent years, SMU has replaced the single-use plastic cutlery and straws used in the sale of ready-to-eat food. The wooden cutlery and paper straws, which ready-to-eat food customers now receive upon request, biodegrade more quickly and are recyclable through processes like composting.

### **10.1.3**

## **SOLID AND LIQUID WASTE MANAGEMENT**

SMU has standardized collection and treatment procedures for the waste it generates to ensure proper management, comply with current regulations and promote continuous improvement

### **Non-hazardous solid waste**

SMU manages non-hazardous waste through external companies specializing in collecting and treating different types of waste, including paper, cardboard, plastic, oil, wood, organics and household-like waste. These companies treat and dispose of the waste properly at duly authorized establishments.

### **Liquid industrial byproducts (LIBs)**

The Unimarc, Mayorista 10 and Super10 formats generate the most liquid industrial byproducts (LIBs) due to their in-store production, e.g., roasting chicken, slicing cold cuts, meat counter services and baking bread. Properly managing these LIBs—primarily oily water and organic matter—prevents environmental damage and ensures compliance with Public Works Ministry Supreme Decree No. 609/98 and Law No. 20,393, which addresses the crime of water pollution.

SMU has the following practices and controls in place at each facility to ensure regulatory compliance and improve LIB quality:

- On-site visits and training for the areas involved
- Internal audits: In 2024, audits covered 18% of operational stores
- Analysis of LIB self-monitoring at the 31 facilities where Superintendency of Health Services programs are in place
- Audits by sanitation companies with laboratory analysis

### **Hazardous waste**

Given the nature of its operations as a food retailer, SMU generates limited amounts of hazardous waste resulting from shrinkage or cleaning and maintenance activities. SMU has specific procedures for correctly identifying and storing waste to ensure safe handling. The waste is then sent to authorized transportation companies and transported to specialized facilities for final disposal, in accordance with health regulations on the proper treatment of hazardous waste.

## 10.2 CARBON FOOTPRINT

**SMU has obtained independent verification for its carbon footprint and earned the Environment Ministry's *Huella Chile* seal annually since 2018**



As part of its commitment to the environment, climate action and addressing climate change, SMU actively manages its carbon footprint by quantifying its greenhouse gas ("GHG") emissions, which an independent third party verifies. This measurement provides the Company with a baseline for managing and driving reduction initiatives. In addition to the impact-reduction projects already underway, the 2023-2025 Strategic Plan features new initiatives aimed at advancing the Company's efforts to reduce its carbon footprint. In 2022, as part of its commitment to the World Business Council for Sustainable Development's five sustainability factors, SMU committed to moving toward carbon neutrality by 2050.

To that end, SMU implemented an energy management system (EMS), installed coolers with doors, began using electric vehicles for logistics and e-commerce deliveries and replaced conventional lighting with LED technology in nearly all its stores, among other initiatives.

### 10.2.1 FOOTPRINT MEASUREMENT

SMU began measuring its carbon footprint in 2018, gradually expanding coverage each year until it included all stores, distribution centers, and headquarters in Chile.

In 2024, GHG emissions generated and quantified totaled 358,243 MTCO<sub>2</sub>e, an 8.3% decrease from the previous year. Scope 1 emissions, which have the greatest impact, primarily come from refrigerant gas charging. An emissions breakdown is available in 10.5 Environmental Indicators.

### 10.2.2 FOOTPRINT REDUCTION

SMU can utilize the measurement results to continue evaluating and implementing projects that reduce the carbon footprint, using more ambitious, Paris Agreement-aligned indicators.



The 2024 carbon footprint reduction initiatives included expanding the use of electromobility in the supply chain, the Reducing Food Waste Program and continuing to replace lighting in stores and distribution centers with LED technology.



In 2024, SMU earned the *Huella Chile* reduction seal for replacing incandescent bulbs with LED technology at Unimarc stores in 2023. The project reduced emissions by 918 MT CO<sub>2</sub>e, the equivalent of 1.85% of that year’s Scope 2 emissions.

Emissions Reduction Target:

Scopes	Target timeline	Baseline emissions and % reduction target
Scope 1 and 2 combined	Baseline year: 2021 Target year: 2025	Emissions in the baseline year: 0.213 MTCO <sub>2</sub> e/m <sup>2</sup> Percentage reduction of total baseline-year emissions: 8%

10.3 ENERGY EFFICIENCY

Proper management of energy consumption is essential for reducing environmental impact and maximizing operating efficiency. Consequently, SMU is working on several energy efficiency initiatives as part of its 2023-2025 Strategic Plan.

Consumption Management

During 2024, SMU continued using the digital monitoring platform it implemented in 2021 to track electricity, water and gas consumption at all its facilities in Chile. The technology detects irregularities—such as low power factors or abnormal consumption and charges—allowing the Company to take administrative actions, including rate adjustments. Data from the platform supports decision-making to improve energy performance and resource use efficiency. In 2024, the consumption management initiative impacted results in 42 stores, generating savings of CLP 77 million.

Sustainable Store

The Sustainable Store project focuses on improving in-store energy performance by using instruments to monitor and control the primary energy systems—lighting, heating and air conditioning—in real-time. The technology aims to prevent demand peaks and automates the systems’ start-up and shut-down at the beginning and end of operating hours, helping boost the stores’ productivity.

In 2024, the project scope expanded from four to 16 stores, accounting for 7.1% of the Company's energy use in Chile and achieving energy savings of 3 to 5%.

### Renewable Energy Supply

In 2024, SMU finalized negotiations to switch more stores to the unregulated customer rate. This move should significantly increase the Company's percentage of renewable energy use, which it projects will surpass 50% by 2027. In 2024, 14.4% of SMU Chile's total energy consumption was from renewable sources. Including operations in Peru, the figure is 14.28%.

### ISO 50001 Energy Management System

As part of its Energy Program, SMU Chile has earned ISO 50001:2018 certification for the 2023 expansion of its Energy Management System, which now impacts 382 SMU Chile facilities.<sup>26</sup> In 2025, the Company plans to expand the system to cover all 400 stores operating in Chile.<sup>27</sup>

At the 24 SMU Chile locations with the highest energy use and an EMS in place, the Company has achieved a 1.5% savings through operational adjustments, training, best practice initiatives and other energy awareness measures.

### Electromobility

To mitigate the impact of logistics emissions, particularly from transport vehicles, SMU's strategic plan set a target of using electric trucks for 10% of distribution center-to-store deliveries by 2025. In 2024, the figure was 4%, double that of the previous year.

### Giro Limpio Program

In 2024, for the second consecutive year, SMU earned *Giro Limpio* certification through the logistics efficiency program developed by the Energy Ministry's energy efficiency area. The program targets two key groups: transportation companies and load generators. SMU belongs to the latter category.

For transportation companies, the program provides ongoing training for drivers and maintenance staff, along with access to innovative solutions. It consistently implements energy efficiency initiatives and emission-reduction projects. For load generators, the program focuses on maximizing the use of *Giro Limpio*-certified transportation providers.

The first year SMU earned certification (2023), it had to publicize the program among its carriers to encourage them to participate and demonstrate that *Giro Limpio*-certified companies made 50% of its delivery trips. The second year, the Company again had to

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<sup>26</sup> For the 2023 expansion, facilities in operation at the beginning of the year were included.

<sup>27</sup> For the 2025 expansion, facilities in operation at the beginning of the year will be included.

demonstrate that at least 50% of delivery trips were made in *Giro Limpio*-certified trucks, a target that it surpassed by a significant margin, reaching 70%. To meet the *Giro Limpio* energy efficiency project requirement, SMU presented its Electromobility and NTK (Net Ton-Kilometers Moved) Reduction initiatives.

**Quantitative Targets**

The energy efficiency initiatives described above are designed to contribute to the following quantitative targets:

Target	Description
Renewable energy	Sign agreements for electricity from renewable sources at facilities that represent 40% of SMU Chile’s electricity consumption by 2025
Energy consumption	By 2025, reduce energy consumption per square meter by 8% relative to 2020 figures.

**10.4 WATER FOOTPRINT MANAGEMENT**

In the countries where SMU operates, water scarcity has worsened in recent years. As part of its environmental management, the Company is committed to using water responsibly, measuring consumption, seeking opportunities to optimize water use and raising employee awareness about water scarcity.

Reaffirming its commitment, SMU has quantified and reduced its water footprint at the Lo Aguirre Distribution Center to address water scarcity within its food retail operations and adapt to the new scenario. As part of this effort, a technological upgrade to the cooling system at the Lo Aguirre Distribution Center resulted in a 6,314 m³ decrease in water withdrawal and a 613 m³ reduction in water consumption annually, advancing toward greater efficiency and circularity in water use.

These efforts to reduce water extraction and consumption were implemented in accordance with the Blue Certificate Clean Production Agreement (CPA), which outlines the scheme for quantifying and reducing water use. In 2024, SMU made strides in its application for Level 2 certification under the agreement, consolidating previous actions and further reducing its footprint.

## 10.5 ENVIROMENTAL INDICATORS

### Waste (Metric Tons)

	2024	2023	2022
<b>Recycled waste:</b>			
<i>Paper and cardboard (packaging)</i>	<b>16,561.82</b>	<b>15,726.77</b>	<b>15,052.26</b>
<i>Paper and cardboard (non-packaging)</i>	<b>3.29</b>	<b>4.07</b>	<b>0</b>
<i>Plastic</i>	<b>834.69</b>	<b>684.87</b>	<b>656.87</b>
<i>Oil</i>	<b>306.42</b>	<b>356.69</b>	<b>555.22</b>
<i>Textile</i>	<b>0.00</b>	<b>10.03</b>	<b>0</b>
<i>Compost</i>	<b>15.26</b>	<b>1.99</b>	<b>0</b>
<i>Transformed Organic Waste</i>	<b>81.06</b>	<b>94.64</b>	<b>96.77</b>
<b>Total waste recycled</b>	<b>17,802.54</b>	<b>16,879.06</b>	<b>16,361.12</b>
Recovery for energy (mt)	<b>93.11</b>	<b>83.42</b>	<b>79.32</b>
<b>Total waste recovered</b>	<b>17,895.65</b>	<b>16,962.48</b>	<b>16,440.44</b>
<b>Household-like waste</b>	<b>63,390.56</b>	<b>65,272.66</b>	<b>67,570.89</b>
<b>Hazardous waste</b>	<b>21.89</b>	<b>41.76</b>	<b>36.37</b>
<b>Coverage (% of revenue)</b>	<b>97%</b>	<b>98%</b>	<b>98%</b>

### Hazardous Waste (Metric Tons)

Hazard	2024	2023	2022
Corrosives	<b>10.07</b>	<b>20.61</b>	<b>5.96</b>
Infectious	<b>0</b>	<b>0.01</b>	<b>0</b>
Flammable	<b>2.04</b>	<b>15.27</b>	<b>22.06</b>
Toxic	<b>9.77</b>	<b>5.87</b>	<b>8.35</b>
<b>Total</b>	<b>21.89</b>	<b>41.76</b>	<b>36.37</b>
<b>Coverage (% m<sup>2</sup>) (*)</b>	<b>98%</b>	<b>98%</b>	<b>98%</b>

\*Difference in coverage between 2023 and 2024 is due to changes in the calculation method.

### Packaging (\*) (Metric Tons)

Material	2024	2023	2022
Paper/cardboard/wood/molded pulp	10,634	12,987	12,380
Cardboard for liquids	237	213	166
Metal	2,696	2,552	2,479
Glass	383	384	428
Plastic	4,571	3,999	4,396
Other complex materials	20	23	67
<b>Coverage (% of sales)</b>	<b>13.1%</b>	<b>12.8%</b>	<b>12.1%</b>

\* Includes packaging for private-label products sold in Chile.

### Detalle de Emisiones Generadas de GEI por Alcance (\*)

Direct GHGs (Scope 1)	Unit of measurement	2024	2023	2022
Total direct GHG emissions (Scope 1)	MTCO <sub>2</sub> e	220,037	250,140	319,935
Coverage (% of denominator)	Percentage of operational surface area (m <sup>2</sup> )	97%	96%	96%
Indirect GHGs (Scope 2)	Unit of measurement	2024	2023	2022
Location-based	MTCO <sub>2</sub> e	50,954	59,839	72,543
Coverage (% of denominator)	Percentage of operational surface area (m <sup>2</sup> )	97%	96%	96%
Indirect GHGs (Scope 3)	Unit of measurement	2024	2023	2022
Total Indirect GHG emissions (Scope 3)	MTCO <sub>2</sub> e	87,252	80,731	76,289
Total Emissions (Scope 1, 2 and 3)	Unit of measurement	2024	2023	2022
	MTCO <sub>2</sub> e	358,243	390,710	468,767

\*Data for operations in Chile.

### Types of Emissions SMU Quantifies

ISO 14064-1	WRI/WBCSD GHG Protocol	Source
Direct Emissions	Scope 1	<ul style="list-style-type: none"> <li>Fixed sources</li> <li>Gases from processes</li> <li>Fugitive emissions</li> </ul>
Indirect Emissions	Scope 2	<ul style="list-style-type: none"> <li>Electricity (kWh/MWh)</li> </ul>
Indirect Emissions	Scope 3	<ul style="list-style-type: none"> <li>Waste and emissions from the distribution chain</li> <li>Corporate Travel</li> </ul>

### Quantification of GHG Emissions by Category (MTCO<sub>2</sub>e) (\*)

Indirect emissions category (Scope 3)	2024 Emissions	2023 Emissions	2022 Emissions	Emission calculation methodology
<b>1. Purchased goods and services</b>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>
<b>2. Capital goods</b>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>
<b>3. Fuel- and energy-related activities (not included in scope 1 or 2)</b>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>
<b>4. Upstream transport and distribution</b>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>
<b>5. Waste generated in operations</b>	<b>41,611</b>	<b>35,611</b>	<b>31,927</b>	Includes hazardous and non-hazardous waste generation
<b>6. Business travel</b>	<b>1,071</b>	<b>561</b>	<i>Not measured</i>	Business travel is included from 2023 onwards
<b>7. Employee commuting</b>	<b>10</b>	<b>25</b>	<i>Not measured</i>	Employee commuting, only for SMU, is included from 2023 onwards
<b>8. Upstream leased assets</b>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>
<b>9. Downstream transportation and distribution</b>	<b>44,559</b>	<b>44,534</b>	<b>44,362</b>	Includes transportation of hazardous and non-hazardous waste, motorcycle courier services, transportation between DCs and stores and e-commerce deliveries.
<b>10. Processing of sold products</b>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>
<b>11. Use of sold products</b>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>
<b>12. End-of-life treatment of sold products</b>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>
<b>13. Downstream leased assets</b>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>
<b>14. Franchises</b>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>
<b>15. Investments</b>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>
<b>Others upstream</b>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>
<b>Others downstream</b>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>	<i>Not measured</i>

\*Data for operations in Chile.

### Energy Consumption

	2024	2023	2022
Natural gas (MWh)	34,091	35,611	30,511
Electricity (MWh)	255,037	253,784	241,725
<b>Total Energy Consumption (MWh)</b>	<b>289,104</b>	<b>289,395</b>	<b>272,236</b>
<b>Coverage (% of m<sup>2</sup>)</b>	<b>98%</b>	<b>100%</b>	<b>97%</b>

### Electricity Consumption (\*)

Type of energy	2024 MWh	2024 % Consumption	2023 MWh	2023 % Consumption	2022 MWh	2022 % Consumption
Renewable sources	36.421	12,1%	30.691	12,1%	7.380	3,1%
Non-renewable sources	218.616	87,9%	223.093	87,9%	234.345	96,9%
<b>Coverage (% of m<sup>2</sup>)</b>	<b>98%</b>		<b>100%</b>		<b>97%</b>	

\*Difference in coverage between 2023 and 2024 is due to changes in the calculation method.

### Energy Cost (\*)

	2024	2023	2022
Energy Cost (CLP billion)	39,029	29,573	25,953

\*Data for 2022 reflects operations in Chile. Natural gas figures for 2023 reflect operations in Chile; electricity figures are for operations in Chile and Peru. Natural gas and electricity figures for 2024 reflect operations in Chile and Peru

## Water Consumption

Total water consumption	Unit of measurement	2024	2023	2022
A. Withdrawal: Total from the municipal water supply	Million cubic meters	1.21	1.16	1.13
B. Withdrawal: Fresh water (lakes, rivers, etc.)	Million cubic meters	0	0	0
C. Withdrawal: Groundwater	Million cubic meters	0	0	0
D. Discharge: Water returned to its source at a higher or similar quality to that withdrawn (only for A and B)	Million cubic meters	0	0	0
<b>E. TOTAL FRESH WATER CONSUMPTION (A+B+C-D)</b>	Million cubic meters	<b>1.21</b>	<b>1.16</b>	<b>1.13</b>
Total water consumption in water-stressed areas	Megaliters	140	150	601
Total water consumption in areas not experiencing water stress	Megaliters	1,065	991	533
Coverage (% of m <sup>2</sup> )	Percentage of Operational square meters	98%	100%	98%

\* Difference in coverage between 2023 and 2024 is due to changes in the calculation method.

## 2024 Environmental Accolades

Initiative	Recognition
<b>Clean Production Agreement (CPA) for Ecolabeling II</b>	The final compliance audit showed 100% completion at the conclusion of the agreement in 2024.
<b>Clean Production Agreement for the Transition to a Circular Economy</b>	The final certification audit demonstrated 100% achievement of CPA targets at evaluated facilities, which assessed their circularity and implemented improvements to enhance it.
<b>Energy Excellence Seal</b>	SMU earned the Gold Energy Excellence Seal, the highest distinction awarded by Chile's Energy Ministry and Energy Sustainability Agency.
<b>Giro Limpio Program</b>	<i>Giro Limpio</i> certification in the load generator category, which aims to improve efficiency in cargo storage, transportation and distribution.
<b>Huella Chile Quantification Certification</b>	The <i>Huella Chile</i> program, led by Chile's Environment Ministry, grants this certification to companies that have quantified their greenhouse gas emissions.
<b>Huella Chile Reduction Certification</b>	The <i>Huella Chile</i> program, led by Chile's Environment Ministry, grants this certification to companies that have implemented projects to reduce greenhouse gas emissions.
<b>2024 Energy Management Insight Award</b>	Earned the 2024 Energy Management Insight Award for implementation of the Energy Management System (EMS) by CleanEnergy Ministerial (CEM), a global forum that promotes policies and practices to advance the clean energy transition.







# FINANCIAL PERFORMANCE

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A solid financial position is essential in order for SMU to **execute its strategic plans and attain the objectives for sustainable and profitable growth** it has set as part of its long-term vision. The Company has rigorous processes in place to monitor progress on its strategic plan, its operating and non-operating results, and its investment projects, in order to ensure proper implementation, with a focus on carrying out its business activities responsibly at all times.

TOPICS	PROGRESS IN 2024
Profitable growth	Placement of four local bonds totaling UF 5.5 million, allowing for a comfortable debt maturity schedule going forward.

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## 11.1 MANAGEMENT'S DISCUSSION AND ANALYSIS OF THE 2023 FINANCIAL STATEMENTS

### 11.1.1

#### EXECUTIVE SUMMARY: SMU S.A.'S CONSOLIDATED RESULTS.

SMU's **revenue** for the fourth quarter of 2024 (4Q24) increased by 1.5% compared to the fourth quarter of 2023 (4Q23), reaching CLP 749,781 million, in a consumption environment that remains weak, reflecting the performance of the economy. Full-year 2024 revenue reached CLP 2,887,165 million, a 0.9% increase compared to CLP 2,862,383 million generated in 2023. Unimarc was the format with the highest revenue growth, posting a 2.4% increase in the fourth quarter.

During the period, **the Company made significant progress on its organic growth plan** as part of its 2023-2025 strategy: in the fourth quarter, SMU opened three stores in Chile and three in Peru, reaching a total of 20 new openings for the year. Additionally, in 2023, the Company had opened another 14 stores, totaling 34 new openings between 2023 and 2024. These stores contribute to sales growth and, on average, have outperformed expectations in terms of sales and EBITDA.

Additionally, **online sales**—conducted both through SMU's own platforms and through strategic partnerships with last milers—grew by 21% in 2024, now accounting for 4% of sales at stores with online<sup>28</sup> operations, an improvement compared to the 2.8% reached in 2023.

**Gross profit** for the fourth quarter of 2024 reached CLP 236,204 million, a 3.9% increase compared to 4Q23. In percentage terms, **gross margin** reached 31.5% in 4Q24, up by 70 basis points (bps) compared to the 30.8% recorded in the same period of 2023. The higher gross margin marked a **significant recovery** after two consecutive quarters of lower year-on-year figures. In the fourth quarter, through improved commercial efficiency and optimization of the promotional assortment, the Company regained its gross margin level. As a result, full-year gross profit reached CLP 885,703 million, a 0.9% increase compared to 2023, and the 2024 gross margin reached 30.7%, the same level as in 2023.

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<sup>28</sup> Considers Unimarc format.

## INTEGRATED REPORT 2024

**Operating expenses**<sup>29</sup> increased by 7.6% in 4Q24 and by 6.2% in full-year 2024 compared to 2023, mainly explained by higher average minimum wages (up by 9.9% in 2024 vs. 2023 and by 8.7% in 4Q24 vs. 4Q23) and inflation (4.5% in 2024 and 1.0% in 4Q24), in addition to increases in electricity rates. Operational efficiency and productivity initiatives implemented by the Company as part of its strategic plan have helped mitigate these impacts.

SMU's **EBITDA**<sup>30</sup> reached CLP 66,472 million in the fourth quarter of 2024, with an EBITDA margin of 8.9%, lower than in the fourth quarter of 2023 (CLP 69,709 million and an EBITDA margin of 9.4%) but showing a sequential improvement over previous quarters, reflecting the recovery in gross margin. Full-year 2024 EBITDA reached CLP 231,953 million, with an EBITDA margin of 8.0%, in line with the Company's expectations for the period.

SMU's **non-operating result** for the fourth quarter of 2024 was a loss of CLP 21,670 million, a negative variation of CLP 15,537 million compared to 4Q23, mainly explained by the impact of an insurance recovery in 4Q23, amounting to CLP 12,794 million. In full-year 2024, the variation in the non-operating loss was CLP -14,734 million, mainly due to higher financial costs and losses from inflation adjustments, in addition to non-recurring effects from the previous year.

**Income before taxes** reached CLP 16,474 million in 4Q24, a decrease of CLP 21,013 million (56.1%) compared to 4Q23. However, excluding the effect of the insurance recovery in 4Q23, the decrease would have been CLP 8,219 million (33.3%). In 2024, income before taxes totaled CLP 47,027 million, a decrease of CLP 53,179 million (53.1%).

**Net income** for 2024 amounted to CLP 48,750 million, CLP 38,525 million lower (44.1%) than the CLP 87,274 million recorded in 2023. In regard to the fourth quarter, net income reached CLP 15,560 million, a decrease of CLP 20,483 million (-56.8%) compared to CLP 36,042 million in 4Q23.

Regarding SMU's **financial position**, during 2024 the Company successfully carried out four local bond issuances, totaling UF 5.5 million, as part of its strategy to refinance maturities in 2024 and 2025. These transactions allowed the Company to flatten out its maturity profile for the coming years.

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<sup>29</sup> Operating Expenses = distribution costs + administrative expenses - depreciation - amortization.

<sup>30</sup> EBITDA = Gross profit - distribution costs - administrative expenses + depreciation + amortization.

## 11.1.2

### ANALYSIS OF INCOME STATEMENT

SMU's consolidated results for the periods of three and 12 months ended December 31, 2024 and 2023 are presented in the table below. All figures are expressed in Chilean pesos (CLP) and have been prepared in accordance with International Financial Reporting Standards ("IFRS").

Table 1.1: Quarterly Income Statements

(CLP Million)	4Q24	4Q23	% Var.
Revenue	749,781	738,847	1.5%
Cost of Sales	(513,577)	(511,430)	0.4%
<b>Gross Profit</b>	<b>236,204</b>	<b>227,417</b>	<b>3.9%</b>
<i>Gross Margin (%)</i>	31.5%	30.8%	
Distribution Costs	(11,642)	(10,814)	7.7%
<b>Contribution Margin</b>	<b>224,563</b>	<b>216,603</b>	<b>3.7%</b>
<i>Contribution Margin (%)</i>	30.0%	29.3%	
Administrative Expenses (Excluding Depreciation)	(158,090)	(146,894)	7.6%
<b>EBITDA</b>	<b>66,472</b>	<b>69,709</b>	<b>(4.6%)</b>
<i>EBITDA Margin (%)</i>	8.9%	9.4%	
Depreciation and Amortization	(28,328)	(26,089)	8.6%
<b>Operating Income</b>	<b>38,144</b>	<b>43,620</b>	<b>(12.6%)</b>
Other Gains (Losses)	155	13,415	(98.8%)
Financial Income	2,104	1,739	21.0%
Financial Expenses	(15,535)	(13,656)	13.8%
Share of Profit (Loss) of Associates	(294)	(116)	152.1%
Foreign Exchange Differences	(68)	15	n.a.
Income (Loss) for Indexed Assets and Liabilities	(8,032)	(7,529)	6.7%
<b>Non-Operating Income</b>	<b>(21,670)</b>	<b>(6,133)</b>	<b>253.3%</b>
<b>Net Income (Loss) Before Taxes</b>	<b>16,474</b>	<b>37,487</b>	<b>(56.1%)</b>
Income Tax Expenses	(915)	(1,445)	(36.7%)
<b>Net Income (Loss) from Continued Operations</b>	<b>15,560</b>	<b>36,042</b>	<b>(56.8%)</b>
Net Income (Loss) from Discontinued Operations	15,560	36,553	(57.4%)
<b>Net Income (Loss) of the Period</b>	<b>0</b>	<b>(511)</b>	<b>n.a.</b>
Net Income Attributable to Owners of the Parent	<b>15,560</b>	<b>36,042</b>	<b>(56.8%)</b>

Table 1.2: Annual Consolidated Income Statements

(CLP Million)	2024	2023	% Var.
Revenue	2,887,165	2,862,383	0.9%
Cost of Sales	(2,001,463)	(1,984,483)	0.9%
<b>Gross Profit</b>	<b>885,703</b>	<b>877,900</b>	<b>0.9%</b>
<i>Gross Margin (%)</i>	30.7%	30.7%	
Distribution Costs	(45,367)	(41,557)	9.2%
<b>Contribution Margin</b>	<b>840,336</b>	<b>836,343</b>	<b>0.5%</b>
<i>Contribution Margin (%)</i>	29.1%	29.2%	
Administrative Expenses (Excluding Depreciation)	(608,383)	(573,863)	6.0%
<b>EBITDA</b>	<b>231,953</b>	<b>262,480</b>	<b>(11.6%)</b>
<i>EBITDA Margin (%)</i>	8.0%	9.2%	
Depreciation and Amortization	(108,615)	(100,697)	7.9%
<b>Operating Income</b>	<b>123,338</b>	<b>161,782</b>	<b>(23.8%)</b>
Other Gains (Losses)	(346)	5,014	n.a.
Financial Income	9,867	8,825	11.8%
Financial Expenses	(61,143)	(53,331)	14.6%
Share of Profit (Loss) of Associates	(605)	(73)	726.9%
Foreign Exchange Differences	76	(516)	n.a.
Income (Loss) for Indexed Assets and Liabilities	(24,161)	(21,495)	12.4%
<b>Non-Operating Income</b>	<b>(76,311)</b>	<b>(61,577)</b>	<b>23.9%</b>
<b>Net Income (Loss) Before Taxes</b>	<b>47,027</b>	<b>100,206</b>	<b>(53.1%)</b>
Income Tax Expenses	1,723	(12,932)	n.a.
<b>Net Income (Loss) from Continued Operations</b>	<b>48,750</b>	<b>87,274</b>	<b>(44.1%)</b>
Net Income (Loss) from Discontinued Operations	48,750	88,784	(45.1%)
<b>Net Income (Loss) of the Period</b>	<b>0</b>	<b>(1,510)</b>	<b>n.a.</b>
<b>Net Income Attributable to Owners of the Parent</b>	<b>48,750</b>	<b>87,274</b>	<b>(44.1%)</b>

\*n.a. = not applicable. Indicates a comparison in percentage terms between a positive number in one period and another number in a negative period.

### 11.1.2.1

## RESULTS OF OPERATIONS

### Revenue

**Revenue** for the full year 2024 amounted to CLP 2,887,165 million, an increase of 0.9% with respect to CLP 2,862,383 million for the full year 2023. With respect to 4Q24, revenue totaled CLP 749,781 million, an increase of 1.5% compared to CLP 738,847 million reported in the fourth quarter of 2023.

Table 2.1: Quarterly Revenue (CLP BN)

Revenue (CLP BN)	4Q24	4Q23	% Variation
Unimarc	506	494	2.4%
Cash & Carry	220	222	-1.1%
Others (*)	5.9	5.0	18.1%
Food Retail Chile	732	722	1.4%
Food Retail Perú	17.7	17	4.1%
<b>CONSOLIDATED</b>	<b>750</b>	<b>739</b>	<b>1.5%</b>

Table 2.2: Annual Revenue (CLP BN)

Revenue (CLP BN)	2024	2023	% Variation
Unimarc	1,945	1,912	1.6%
Cash & Carry	864	871	-0.9%
Others (*)	17.3	17.5	-1.0%
Food Retail Chile	2,826	2,802	0.8%
Food Retail Perú	61.6	60	2.0%
<b>CONSOLIDATED</b>	<b>2,887</b>	<b>2,862</b>	<b>0.9%</b>

(\*) "Others" includes all revenue other than that generated by the Company's operating formats presented in the table.

The revenue of the **Food Retail Chile** segment increased by 1.4% in the fourth quarter of 2024 compared to 4Q23, driven by a 2.4% increase in the Unimarc format, with a significant contribution from the new stores opened over the past year as part of the Company's strategic plan. For the full year 2024, revenue in the Food Retail Chile segment grew by 0.8%, while revenue in the Unimarc format increased by 1.6%.

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In the cash & carry segment, which includes the low-cost formats Alvi, Mayorista 10, and Super10, revenue decreased by 1.1% in 4Q24 (-0.9% in 2024 vs. 2023), mainly due to the comparison base. It is worth noting that, since 2021, revenue in this segment has had a compound annual growth rate of over 8%.

During the period, **the Company made progress in its organic growth plan**, as part of its 2023-2025 strategy: in the fourth quarter, SMU opened three stores in Chile and three in Peru, reaching a total of 20 new openings for the year. Additionally, in 2023, the Company had opened 14 more stores, totaling 34 new openings between 2023 and 2024. These stores contribute to sales growth and, on average, have outperformed expectations in terms of sales and EBITDA.

In addition, **online sales**, through both SMU's own platforms and strategic partnerships with last milers, grew by 21% in 2024, now accounting for 4% of sales at stores with online<sup>31</sup> operations, an improvement from the 2.8% achieved in 2023.

With respect to the development of **private label** products, during 2024 the Company added close 200 new products, and private label sales accounted for 13% of total sales in Chile.

Revenue for **Food Retail Peru**, measured in Chilean pesos, increased by 4.1% in the fourth quarter of 2024 (+2.0% for the full year). Measured in local currency, revenue decreased by 4.3% in 4Q24 (-9.3% in 2024), reflecting the challenging economic environment affecting consumption. Additionally, three older, underperforming Maxiahorro stores were closed at the beginning of the year, helping to optimize the store portfolio. The effect of these closures was partially offset by the opening of six new stores throughout the year.

Table 3: Same Store Sales Growth (SSS) (%)

SSS (Δ %)	4Q24	4Q23	2024	2023
Unimarc	0.4%	-4.9%	-0.3%	-0.7%
Cash & Carry	-4.5%	-4.8%	-4.3%	1.4%
Food Retail Chile	-1.1%	-4.8%	-1.5%	-0.1%
Food Retail Peru	-5.0%	-8.8%	-9.7%	-3.2%
<b>CONSOLIDATED</b>	<b>-1.0%</b>	<b>-4.9%</b>	<b>-1.5%</b>	<b>-0.2%</b>

<sup>31</sup> Considers Unimarc format.



**Same-store sales (SSS)** decreased by 1.0% in the fourth quarter of 2024 and by 1.1% in Food Retail Chile, mainly explained by the cash & carry segment, which recorded a 4.5% decline, reflecting the comparison base as described above. Meanwhile, same-store sales in the Unimarc format increased by 0.4% in 4Q24.

For Food Retail in Peru, SSS (measured in soles) decreased by 9.7% in 2024 and by 5.0% in 4Q24.

**Table 4: Sales per Square Meters (Thous. CLP/M<sup>2</sup>)**

SALES PER SQM (CLP Thousand/SQM)	4Q24	4Q23	Δ %	2024	2023	Δ %
Food Retail Chile	494	494	0.2%	480	484	-1.0%
Food Retail Peru	289	279	3.8%	266	251	6.3%
<b>CONSOLIDATED</b>	<b>487</b>	<b>485</b>	<b>0.4%</b>	<b>472</b>	<b>475</b>	<b>-0.7%</b>

**Sales per square meter** reached CLP 486,754 in 4Q24, a 0.4% increase compared to 4Q23 (CLP 471,564 for 2024, 0.7% lower than in 2023). In Chile, a 0.2% increase was recorded in 4Q24 (a 1.0% decrease in 2024), reflecting sales performance as well as the effect of additional square meters added during the year, corresponding to new stores that have not yet reached sales maturity.

In Peru, sales per square meter increased by 3.8% in 4Q24 and by 6.3% in 2024, reflecting sales performance (measured in Chilean pesos) as well as the difference in square meters due to the store closures mentioned above. The closures occurred at the beginning of the year and involved larger stores, while the newly opened stores are smaller, with openings concentrated in the last quarter.

**Table 5: Number of Stores and Sales Area (Thous. Square Meters)**

	NO. STORES		SALES AREA	
SSS (Δ %)	4Q24	4Q23	4Q24	4Q23
Unimarc	296	292	353	355
Cash & Carry	104	98	134	127
Food Retail Chile	400	390	486	482
Food Retail Peru	33	30	19	20
<b>CONSOLIDATED</b>	<b>433</b>	<b>420</b>	<b>506</b>	<b>502</b>

Table 6: Store Openings and Closures

OPENINGS AND CLOSURES	4Q23		1Q24		2Q24		3Q24		4Q24	
	OPEN.	CLOS.	OPEN.	CLOS.	OPEN.	CLOS.	OPEN.	CLOS.	OPEN.	CLOS.
Unimarc	4	1	0	2	2	0	5	1	1	1
Cash & Carry	3	0	1	0	0	0	3	0	2	0
Food Retail Chile	7	1	1	2	2	0	8	1	3	1
Food Retail Peru	0	0	1	2	1	1	1	0	3	0

As of the end of 2024, SMU has 400 stores in Chile, distributed from Arica to Punta Arenas, 10 more than the 390 stores at the end of 4Q23, with a total of 486,271 square meters. In Peru, the Company has 33 stores (19,433 square meters). In total, the Company operates **433 stores** and **505,703 square meters** between Chile and Peru.

SMU made significant progress in its **growth plan** during the year, opening 20 stores: eight Unimarc stores, four Super10 stores, two Alvi stores, and six Maxiahorro stores. The new openings in Chile are located in the Coquimbo, Valparaíso, Metropolitan, and Los Lagos regions, while all new stores in Peru were opened in the northern part of the country. On the other hand, the Company closed seven stores—four Unimarc stores in Chile and three Maxiahorro stores in Peru—that had been underperforming in recent years.

In addition to the new openings, the Company completed five store conversions from the Mayorista 10 format to the Super10 format and remodeled 25 Unimarc stores.

## Distribution Costs and Administrative Expenses

**Operating expenses** (distribution costs plus administrative and sales expenses, excluding depreciation and amortization) totaled CLP 653,749 million in 2024, an increase of 6.2% compared to CLP 615,420 million recorded in 2023. As a percentage of sales, operating expenses were 22.6% in 2024, an increase of 114 bps compared to 21.5% in 2023. In the fourth quarter of 2024, operating expenses amounted to CLP 169,732 million (22.6% of sales), an increase of 7.6% compared to CLP 157,707 million (21.3% of sales) recorded in 4Q23.

**Distribution costs** for 2024 reached CLP 45,367 million, an increase of 9.2% compared to CLP 41,557 million in 2023. As a percentage of sales, distribution costs reached 1.6% in 2024, up from 1.5% in 2023. In 4Q24, distribution costs reached CLP 11,642 million (1.6% of sales), an increase of 7.7% compared to CLP 10,814 million (1.5% of sales) in the same period of the previous year. The increase in distribution costs is explained by the rise in oil prices, as well as inflation—variables that influence the algorithm used to determine transportation tariffs—along with increased centralization, which contributes to improved inventory management and in-store product availability.

**Administrative expenses** (excluding depreciation and amortization) totaled CLP 608,383 million (21.1% of sales) in 2024, an increase of 6.0% compared to CLP 573,863 million (20% of sales) in 2023. In the fourth quarter of 2024, administrative expenses reached CLP 158,090 million (21.1% of sales), an increase of 7.6% compared to CLP 146,894 million (19.9% of sales) in 4Q23.

The main variations in administrative expenses for 2024 were:

- a. Increase of CLP 20,783 million (+7.4% YoY) in personnel expenses, primarily explained by the higher average minimum wage (9.9%), inflation adjustments (4.3%), and new store openings, partially offset by a lower average headcount.
- b. Increase of CLP 14,508 million (+13.0% YoY) in services, primarily explained by higher electricity rates, as well as increased expenses for security and cleaning services, the latter strongly linked to inflation and minimum wage increases.

The main variations for the quarter were:

- a. Increase of CLP 7,683 million (+11.1% YoY) in personnel expenses, primarily explained by the higher average minimum wage, inflation adjustments, and new store openings.
- b. Increase of CLP 5,254 million (+18.2% YoY) in services, primarily explained by higher electricity rates, as well as increased security and cleaning expenses.
- c. Decrease of CLP 3,684 million (-52.2% YoY) in external services, due to lower advisory expenses.
- d. Increase of CLP 1,937 million (+49.0% YoY) in maintenance.

**Table 7: Average Headcount**

AVERAGE HEADCOUNT	4Q24	4Q23	Δ %	2024	2023	Δ %
Stores Chile	21,011	20,604	2.0%	20,789	20,977	-0.9%
Headquarters Chile	2,082	2,027	2.7%	2,066	2,152	-4.0%
Food Retail Chile	<b>23,093</b>	<b>22,631</b>	<b>2.0%</b>	<b>22,855</b>	<b>23,128</b>	<b>-1.2%</b>
Stores Peru	605	583	3.8%	580	588	-1.3%
Headquarters Peru	137	134	2.2%	135	131	2.8%
Food Retail Peru	<b>742</b>	<b>717</b>	<b>3.5%</b>	<b>715</b>	<b>719</b>	<b>-0.5%</b>
<b>TOTAL</b>	<b>23,834</b>	<b>23,348</b>	<b>2.1%</b>	<b>23,569</b>	<b>23,847</b>	<b>-1.2%</b>

### Gross Margin, Contribution Margin and EBITDA

**Gross profit** for the fourth quarter of 2024 totaled CLP 236,204 million, an increase of 3.9% compared to CLP 227,417 million in 4Q23. In percentage terms, **gross margin** reached 31.5% in 4Q24, an increase of 70 bps compared to the 30.8% recorded in the same period of 2023. The gross margin performance marked a significant recovery after two quarters in which this indicator had declined compared to the same period of the previous year.

In the second quarter of the year, the Company implemented a change in its promotional strategy, focusing on basic products that are highly price-sensitive for consumers, improving competitiveness through more attractive prices, and contributing to increased sales. However, the change in the sales mix had an impact on the gross margin. During the fourth quarter, through improvements in commercial efficiency and optimization of the promotional assortment, the Company recovered its gross margin level. As a result, for the full year, gross profit reached CLP 885,703 million, up 0.9% from CLP 877,900 million generated in 2023. Likewise, the gross margin for 2024 reached 30.7%, the same level as in 2023.

**Contribution margin** for 4Q24 amounted to CLP 224,563 million (30.0% of revenue), an increase of 3.7% compared to CLP 216,603 million (29.3% of revenue) in 4Q23. Meanwhile, for the full year 2024, contribution margin reached CLP 840,336 million (29.1% of revenue), an increase of 0.5% compared to CLP 836,343 million (29.2% of revenue) in 2023.

**EBITDA** for the fourth quarter of 2024 totaled CLP 66,472 million (EBITDA margin 8.9%), down 4.6% from CLP 69,709 million (EBITDA margin 9.4%) in 4Q23. For the full year 2024, EBITDA reached CLP 231,953 million (EBITDA margin 8.0%), a decrease of 11.6% compared to CLP 262,480 million (EBITDA margin 9.2%) in 2023.

**EBITDA adjusted for store rental expenses** (EBITDA including all rental expenses, including those not included in administrative expenses under IFRS 16) for the fourth quarter of 2024 reached CLP 42,344 million, down 11.3% from CLP 47,764 million recorded in 4Q23. For the full year 2024, EBITDA adjusted for store rental expenses totaled CLP 138,576 million, a decrease of 21.4% compared to CLP 176,370 million in 2023. In both cases, the variation reflects lower EBITDA along with higher rental payments associated with greater inflation.

**Operating income** for 4Q24 reached CLP 38,144 million, a decrease of 12.6% compared to CLP 43,620 million in 4Q23. Likewise, operating income for the full year 2024 amounted to CLP 123,338 million, a decrease of 23.8% compared to CLP 161,782 million in 2023. This was due to lower EBITDA, along with an increase in depreciation and amortization (+7.9% in 2024 and +8.6% in 4Q24), reflecting the Company's higher investment levels in recent years as part of its strategic plans.

### 11.1.2.2

#### NON-OPERATING INCOME<sup>32</sup> AND INCOME TAX EXPENSE

SMU's **non-operating loss** for 2024 totaled CLP -76,311 million, a variation of CLP 14,734 million compared to the loss of CLP -61,577 million recorded in 2023. The variation is primarily explained by:

- a. An increase of CLP 7,812 million (14.6%) in **financial expenses**, mainly related to the increase in obligations with the public due to bond placements carried out in 2024 to anticipate the refinancing of debt maturities for 2024 and 2025. This generated an overlap of debt between the placement dates of the new bonds and the maturity dates of the refinanced bonds, increasing the Company's financial expense. This was partially offset by higher financial income (+11.8% vs. 2023). Additionally, financial costs for lease liabilities increased due to the addition of new lease contracts during the period.
- b. A decrease of CLP 5,360 million (-106.9%) in **other gains and losses**, mainly due to two effects that occurred in 2023, affecting the comparison base for 2024: (1) in August 2023, an organizational structure optimization plan was carried out, generating a loss of CLP -8,186 million; and (2) in 4Q23, SMU reached an agreement with insurance companies for the payment of an amount that was higher than the original provision for the payment of the insurance claim related to the vandalism events that began on October 18, 2019, resulting in a gain of CLP 12,794 million.
- c. An increase of CLP 2,666 million (12.4%) in the **loss on indexed assets and liabilities**, mainly due to a higher stock of UF-denominated financial debt in 2024 compared to 2023.

Regarding the fourth quarter of 2024, the **non-operating loss** totaled CLP -21,670 million, a variation of CLP 15,537 million compared to the CLP -6,133 million recorded in 2023. This was mainly explained by a variation of CLP 13,620 million (98.8%) in **other gains and losses**, due to the non-recurring gain related to the insurance recovery in 4Q23 (CLP 12,794 million) mentioned above. Additionally, **financial expenses** increased by CLP 1,879 million (13.8%).

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<sup>32</sup> Non-operating income = Financial income and financial expenses + Share in profit (loss) of associates + foreign currency translation differences + income (expense) from inflation adjusted units + other gains (losses)

### 11.1.2.3

#### INCOME TAX EXPENSE AND NET INCOME

**Pre-tax income** reached CLP 47,027 million in 2024, a decrease of CLP 53,179 million (53.1%) compared to 2023, mainly explained by lower operating income. Meanwhile, in 4Q24, pre-tax income reached CLP 16,474 million, a decrease of CLP 21,013 million (56.1%), mainly due to lower non-operating income.

**Income tax benefit** for 2024 amounted to CLP 1,723 million, a positive variation of CLP 14,654 million compared to the tax expense of CLP -12,932 million recorded in 2023. In the fourth quarter, an income tax expense of CLP -915 million was recorded (a positive variation of CLP 530 million vs. the expense of CLP -1,445 million in 2023). In both periods, the variation is explained by lower pre-tax income, as well as differences in deferred taxes for the 2023 and 2024 periods.

As a result, **net income** for 2024 reached CLP 48,750 million, a decrease of CLP 38,525 million (44.1%) compared to the CLP 87,274 million obtained in 2023. Regarding the fourth quarter, net income reached CLP 15,560 million, a decrease of CLP 20,483 million (-56.8%) compared to the CLP 36,042 million recorded in 4Q23.

### 11.1.3

## ANALYSIS OF STATEMENTS OF FINANCIAL POSITION

Table 8.1: Statement of Financial Position as of December 31, 2024 and 2023 – Assets

(CLP Million)	Dec. 2024	Dec. 2023	Δ \$	Δ %
<b>ASSETS</b>				
<b>CURRENT ASSETS</b>				
Cash and Cash Equivalents	154,890	105,218	49,672	47.2%
Other Current Financial Assets	3,168	3,685	(517)	(14.0%)
Other Current Non-Financial Assets	43,167	26,940	16,227	60.2%
Trade Accounts Receivable and Other Receivables, Net	96,566	141,894	(45,328)	(31.9%)
Accounts Receivable from Related Companies	1,656	506	1,150	227.1%
Inventories	236,300	218,438	17,861	8.2%
Current Tax Assets	4,976	4,428	548	12.4%
<b>Total Current Assets</b>	<b>540,723</b>	<b>501,111</b>	<b>39,612</b>	<b>7.9%</b>
<b>NON-CURRENT ASSETS</b>				
Other Non-Current Financial Assets	383	392	(9)	(2.3%)
Other Non-Current Non-Financial Assets	3,120	2,561	560	21.9%
Non-Current Accounts Receivable	3,472	2,184	1,287	58.9%
Investments Accounted for Using the Equity Method	7,148	3,104	4,044	130.3%
Intangible Assets Other Than Goodwill	74,528	66,832	7,696	11.5%
Goodwill	476,155	473,848	2,307	0.5%
Property, Plant, and Equipment, Net	931,196	867,478	63,718	7.3%
Deferred Tax Assets	469,199	466,662	2,537	0.5%
<b>Total Non-Current Assets</b>	<b>1,965,202</b>	<b>1,883,062</b>	<b>82,139</b>	<b>4.4%</b>
<b>TOTAL ASSETS</b>	<b>2,505,924</b>	<b>2,384,173</b>	<b>121,751</b>	<b>5.1%</b>

Table 8.2: Statement of Financial Position as of December 31, 2024 and 2023 – Liabilities

(CLP Million)	Dec. 2024	Dec. 2023	Δ \$	Δ %
<b>LIABILITIES</b>				
<b>CURRENT LIABILITIES</b>				
Other Current Financial Liabilities	233,701	170,205	63,496	37.3%
Trade and Other Current Payables	405,666	428,082	(22,416)	(5.2%)
Accounts Payable to Related Companies	484	619	(134)	(21.7%)
Other Current Provisions	4,042	3,998	44	1.1%
Current Tax Liabilities	1,251	1,183	69	5.8%
Current Provisions for Employee Benefits	25,080	37,530	(12,450)	(33.2%)
Other Current Non-Financial Liabilities	13,234	9,226	4,008	43.4%
<b>Total Current Liabilities</b>	<b>683,459</b>	<b>650,842</b>	<b>32,616</b>	<b>5.0%</b>
<b>NON-CURRENT LIABILITIES</b>				9.5%
Other Non-Current Financial Liabilities	996,226	909,666	86,559	9.5%
Non-Current Payables	9,725	10,210	(486)	(4.8%)
Non-Current Provisions for Employee Benefits	4,338	406	3,933	969.3%
<b>Total Non-Current Liabilities</b>	<b>1,010,289</b>	<b>920,282</b>	<b>90,006</b>	<b>9.8%</b>
<b>TOTAL LIABILITIES</b>	<b>1,693,747</b>	<b>1,571,125</b>	<b>122,623</b>	<b>7.8%</b>



Table 8.3: Statement of Financial Position as of December 31, 2024 and 2023 – Equity

(CLP Million)	Dec. 2024	Dec. 2023	Δ \$	Δ %
<b>EQUITY</b>				
Issued Capital	522,909	523,742	(833)	(0.2%)
Reacquired Own Equity	0	(833)	833	(100.0%)
Retained Earnings	137,197	140,754	(3,558)	(2.5%)
Other Reserves	152,072	149,386	2,686	1.8%
<b>Equity Attributable to the Owners of the Parent Company</b>	<b>812,177</b>	<b>813,048</b>	<b>(871)</b>	<b>(0.1%)</b>
<b>Total Equity</b>	<b>812,177</b>	<b>813,048</b>	<b>(871)</b>	<b>(0.1%)</b>
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>2,505,924</b>	<b>2,384,173</b>	<b>121,751</b>	<b>5.1%</b>

## Assets

As of December 31, 2024, SMU's **total assets** increased by CLP 121,751 million (5.1%) compared to December 31, 2023, totaling CLP 2,505,924 million.

**Current assets** as of December 31, 2024, increased by CLP 39,612 million (7.9%) compared to December 31, 2023, totaling CLP 540,723 million. The main variations during the period were:

- An increase of CLP 49,672 million in cash and cash equivalents, explained by the movements described in Section 3 of this document.
- A decrease of CLP 45,328 million in current trade accounts receivable and other receivables, primarily explained by the decrease of the account receivable for the insurance claim for losses arising from acts of vandalism that took place beginning in October 2019, following the payment of CLP 51,815 million received in January 2024.
- An increase of CLP 17,861 million in inventories.
- An increase of CLP 16,227 million in other current non-financial assets, primarily explained by (i) an increase of CLP 10,351 million in VAT credit; (ii) an increase of CLP 2,895 million in advances to foreign suppliers; and (iii) an increase of CLP 2,321 million in prepaid insurance, due to policies renewed during the period.

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**Non-current assets** as of December 31, 2024, increased by CLP 82,139 million (4.4%) compared to December 31, 2023, totaling CLP 1,965,202 million. The main variations during the period were:

- a. An increase of CLP 63,718 million in property, plant, and equipment, net, primarily explained by additions during the period (CLP 176,499 million), partially offset by depreciation for the period (CLP 101,733 million) and disposals and derecognitions (CLP 13,064 million). The additions during the period include both capex projects, such as fitting out new stores and purchasing land for future development, as well as new lease contracts and the renewal of lease contracts recognized as rights of use.
- b. An increase of CLP 7,696 million in intangible assets other than goodwill, explained by additions during the period (CLP 14,654 million), partially offset by amortization for the period (CLP 6,882 million).
- c. An increase of CLP 4,044 million in investments accounted for using the equity method, due to the purchase of a 33% stake in Rentas Comerciales III SpA, which owns some properties leased by the Company.

### Liabilities

As of December 31, 2024, SMU's **total liabilities** increased by CLP 122,623 million (7.8%) compared to December 31, 2023, totaling CLP 1,693,747 million.

**Current liabilities** as of December 31, 2024, increased by CLP 32,616 million (5.0%) compared to December 31, 2023, totaling CLP 683,459 million. The main variations during the period were:

- a. An increase of CLP 63,496 million in other current financial liabilities, primarily explained by the transfer from non-current to current of upcoming bond maturities and the increase in the value of the UF, partially offset by payments of maturities during the period.
- b. A decrease of CLP 22,416 million in trade accounts payable and other current payables, primarily explained by the cut-off dates for payments to suppliers.
- c. A decrease of CLP 12,450 million in current provisions for employee benefits, primarily explained by a decrease of CLP 13,207 million in the provision for employee benefits and bonuses, due to the payment of incentive bonuses during the period, partially offset by new provisions for incentive bonuses created during the period.
- d. An increase of CLP 4,008 million in other current non-financial liabilities, primarily explained by an increase of CLP 3,939 million in VAT fiscal debit.

**Non-current liabilities** as of December 31, 2024, increased by CLP 90,006 million (9.8%) compared to December 31, 2023, totaling CLP 1,010,289 million. The main variation during the period was an increase of CLP 86,559 million in other non-current financial liabilities, primarily explained by (i) the placement of Series AR bonds in March (UF 1,000,000); (ii) the placement of Series AQ bonds in April (UF 1,500,000); (iii) the placement of Series AS bonds in July (UF 2,000,000); (iv) the placement of Series AW bonds in November (UF 1,000,000); (v) the addition of new rental contracts signed during the period; and (vi) the increase in the value of the UF during the period, partially offset by the transfer from non-current to current of upcoming maturities. Additionally, non-current employee benefits increased by CLP 3,933 million, primarily explained by the provision for long-term incentives.

## Equity

**Shareholders' equity** decreased by CLP 871 million (-0.1%), primarily explained by a decrease of CLP 3,558 million in retained earnings, due to the payment of dividends during the period (CLP 52,307 million), partially offset by net income for the period (CLP 48,750 million).

### 11.1.4

## ANALYSIS OF STATEMENTS OF CASH FLOWS

Table 9: Statement of Cash Flows for the Years Ended December 31, 2024 and 2023

(CLP Million)	Dec. 2024	Dec. 2023	Δ \$
Net Cash Flows From (Used in) Operating Activities	225,119	286,301	(61,182)
Net Cash Flows From (Used in) Investing Activities	(109,909)	(90,174)	(19,735)
Net Cash Flows From (Used in) Financing Activities	(65,539)	(215,440)	149,902
Net Increase (Decrease) in Cash and Cash Equivalents Before Effect of Exchange Rates	<b>49,672</b>	<b>(19,313)</b>	<b>68,985</b>
Net Increase (Decrease) in Cash and Cash Equivalents	<b>49,672</b>	<b>(19,313)</b>	<b>68,985</b>
Cash and Cash Equivalents at Beginning of Period	105,218	124,531	(19,313)
<b>Cash and Cash Equivalents at End of Period</b>	<b>154,890</b>	<b>105,218</b>	<b>49,672</b>

## INTEGRATED REPORT 2024

During 2024, cash provided by **operating activities** totaled CLP 225,119 million, a decrease of CLP 61,182 million compared to the CLP 286,301 million generated in 2023. The lower cash generation is primarily explained by higher payments to suppliers for the supply of goods and services (CLP 123,113 million); higher other operating payments, essentially VAT payments (CLP 13,172 million); and higher other payments for employee-related expenses (CLP 10,480 million), partially offset by higher collections from the sale of goods and services (CLP 32,066 million); and the recovery of insurance related to the acts of vandalism in October 2019, amounting to CLP 51,815 million.

Cash used in **investing activities** amounted to a net outflow of CLP -109,909 million in 2024, a variation of CLP -19,735 million compared to the net outflow of CLP -90,174 million in 2023. The primary cash outflow corresponds to CAPEX, which includes purchases of property, plant, and equipment, as well as purchases of intangible assets, totaling CLP 107,148 million in 2024, compared to CLP 94,601 million in 2023. Additionally, in 2024, there was an outflow of CLP 4,648 million for the purchase of a 33% stake in Rentas Comerciales III SpA, which owns properties leased by the Company, and CLP 1,500 million for the purchase of the companies Comercial BForties SpA and Sucseed LLC, aimed at contributing to the development of the Company's private label program.

Cash used in **financing activities** totaled a net outflow of CLP -65,539 million in 2024, a positive variation of CLP 149,902 million compared to 2023. The main cash outflows were: (i) loan repayments of CLP 126,223 million, corresponding to bond and bank debt payments; (ii) financial lease payments of CLP 63,059 million; (iii) interest payments of CLP 59,908 million; (iv) dividend payments of CLP 52,307 million, partially offset by proceeds from: (i) long-term loans of CLP 206,758 million, from the issuance of Series AR, AQ, AS, and AW bonds (UF 5,500,000); and (ii) short-term loans of CLP 29,200 million, corresponding to bank debt refinancing. In 2023, financing activities generated a net outflow of CLP -215,440 million, explained by: (i) loan repayments of CLP 94,141 million; (ii) dividend payments of CLP 62,612 million; (iii) financial lease payments of CLP 59,114 million; and (iv) interest payments of CLP 54,174 million, partially offset by proceeds from long-term loans of CLP 54,601 million, from the issuance of Series AP bonds.

### 11.1.5 FINANCIAL INDICATORS

Table 10: Financial Indicators

			Dec. 2024	Dec. 2023
LIQUIDITY				
Liquidity Ratio	Times	Current assets/current liabilities	0.79	0.77
Acid Ratio	Times	(Current assets - inventories)/current liabilities	0.45	0.43
LEVERAGE				
Total Liabilities / Total Assets	Times	Total Liabilities / Total Assets	0.68	0.66
Total Liabilities / Equity	Times	Total Liabilities / Equity	2.09	1.93
Net Financial Debt / Equity	Times	(Other current financial liabilities - current obligations for rights of use + other non-current financial liabilities - non-current obligations for rights of use - cash and cash equivalents)/Shareholders' equity	0.63	0.53
Current Liabilities / Total Liabilities	%	Total current liabilities/Total liabilities	40.35	41.43
Net Financial Liabilities / EBITDA	Times	Other current financial liabilities + other non-current financial liabilities - cash and cash equivalents)/EBITDA for the last 12 months	4.63	3.71

## INTEGRATED REPORT 2024

			Dec. 2024	Dec. 2023
WORKING CAPITAL				
Days of Inventory	Days	Average inventory for the period / Daily cost of goods sold for the period	40.90	42.07
Accounts Receivable Days	Days	Average current trade and other accounts receivable for the period / (Daily revenue for the period * 1.19)	12.49	11.81
Accounts Payable Days	Days	Average current trade and other accounts payable for the period / (Daily cost of goods sold for the period * 1.19)	63.01	66.68
EFFICIENCY				
Interest Coverage (Last 12 months)	Times	EBITDA for the last 12 months / (financial expenses for the last 12 months - financial income for the last 12 months)	4.52	5.90
Gross Margin (Last 12 months)	%		30.68	30.67
EBITDA (Last 12 months)	CLP millions		231,953	262,480
EBITDA Margin (Last 12 months)	%		8.03	9.17

			Dec. 2024	Dec. 2023
PROFITABILITY				
Return on Assets	%	Net income last 12 months / Total assets	1.95	3.66
Return on Assets (excluding goodwill)	%	Net income last 12 months / (Total assets - goodwill)	2.40	4.57
Return on Equity	%	Net income last 12 months / Shareholders' Equity	6.00	10.73
Return on Invested Capital (including goodwill)	%	Operating income last 12 months / (Accounts receivable + inventories + intangible assets + goodwill + property, plant and equipment)	6.80	9.15
Return on Invested Capital (excluding goodwill)	%	Operating income last 12 months / (Accounts receivable + inventories + intangible assets + property, plant and equipment)	9.21	12.50
EBITDA ADJUSTED FOR STORE RENTAL EXPENSES				
EBITDA Adjusted for Store Rental Expenses (Last 12 months)	CLP millions	EBITDA including store rental expenses not included in administrative expenses under IFRS	138.576	176.370
Interest Coverage Adjusted for Store Rental Expenses (Last 12 months)	Times	EBITDA Adjusted for Store Rental Expenses for the last 12 months / (interest expense for the last 12 months - interest on liabilities for rights of use for the last 12 months - financial income for the last 12 months)	8.85	14.37
Net Financial Debt/EBITDA Adjusted for Store Rental Expenses	Times	(Other current financial liabilities - current obligations for rights of use + other non-current financial liabilities - non-current obligations for rights of use - cash and cash equivalents)/EBITDA Adjusted for Store Rental Expenses for the last 12 months	3.70	2.43

## INTEGRATED REPORT 2024

With respect to **liquidity** indicators, there are no significant changes between December 2023 and December 2024.

With respect to **indebtedness** indicators, the increases are primarily due to the decrease in EBITDA and the increase in liabilities over the last 12 months, for the reasons described in sections 1 and 2 of this document.

Regarding **activity** indicators, the decreases in inventory turnover and accounts receivable turnover are mainly due to lower average inventories and accounts receivable during the periods under comparison, for the reasons described in section 2 of this document.

With respect to **efficiency** indicators, the lower coverage of financial expenses is mainly due to lower annualized EBITDA, as well as higher financial costs, as described in section 1 of this document.

Regarding **profitability** indicators, the lower ROA, ROE, and ROIC are primarily explained by lower net income and lower operating results, for the reasons described in section 1 of this document.

### 11.1.6

#### **RISK MANAGEMENT**

In Note 4 to the Consolidated Financial Statements of SMU S.A. as of December 31, 2024, there is a description of the main risks faced by the Company, as well as the measures used to mitigate these risks.



**11.1.7****RELEVANT EVENTS DURING THE PERIOD**

1. On March 18, 2024, SMU announced its investment plan for 2024, for a total amount of CLP 120 billion pesos, including growth initiatives, such as store openings and store remodeling, in addition to investments in operating efficiency and maintenance CAPEX.

The largest share of 2024 capex will go towards omnichannel growth initiatives, including the opening of 24 new stores: 10 Unimarc stores, five Alvi stores, and four Super10 stores, as well as five Maxiahorro stores in Peru. In addition, the Company plans to remodel 25 stores and convert five Mayorista 10 stores into Super10 stores. These projects account for approximately 55% of capex for the year.

2. On March 21, 2024, the Company filed an essential fact, informing the placement of dematerialized bearer bonds in the local Chilean market under Series AR (ticker BCSMU-AR), charged to the bond line that is registered with the Securities Registry of the CMF under number 1,171 ("Series AR Bonds"). The series was placed at an annual interest rate of 4.44%, with an annual coupon rate of 4.2%, and a maturity date of February 28, 2034. The placement of the Series AR Bonds was for a total amount of UF 1 million.
3. On March 25, 2024, the Company filed an essential fact, informing that that the Company's Board of Directors agreed to the following:
  - a. To call an Annual Ordinary Shareholders' Meeting to be held on April 25, 2024, at 10:00 am, at Cerro El Plomo 5680 11<sup>th</sup> floor, Las Condes, Santiago, in order to inform the Company's shareholders of and/or to submit for the approval of the Company's shareholders the following matters:
    - i. Approve annual report and financial statements for the 2023 period.
    - ii. Approve the report of independent auditors.
    - iii. Election of the members of the Board of Directors.
    - iv. Approve remunerations of Board of Directors and other corporate committees for the 2024 period. Inform Board of Directors expenses incurred during 2023 period.
    - v. Inform activities and expenses of Directors' Committee for the 2023 period and determine remunerations and budget for the 2024 period.
    - vi. Inform operations referred to under Title XVI of Law No. 18,046 (related-party operations).
    - vii. Designate independent audit firm for the 2024 period.
    - viii. Designate credit rating agencies for the 2024 period.
    - ix. Dividend payment and distribution of net income for the 2023 period.
    - x. Designate newspaper in which legally required notifications will be published.
    - xi. Review any other matter that is of interest to shareholders and pertains to the Annual Ordinary Shareholders' Meeting.

- b. To submit for shareholder approval at such Annual Shareholders' Meeting a proposal for the payment of a final dividend in the amount of CLP 4.75686 per share, to be charged to net income for 2023, which is in addition to the interim dividends of CLP 2.89043 per share, CLP 2.44451 per share, and CLP 1.46218 per share, paid on June 5, September 7, and December 5, 2023, respectively, for a total amount of CLP 66,587,963,359 (75% of net income). The remaining balance to be paid amounts to CLP 23,438,669,409, or CLP 4.75686 per share. If approved, such dividend would be paid on May 8, 2024 to shareholders of record as of the fifth business day prior to such date.
4. On April 4, 2024, the Company filed an essential fact, informing the placement of dematerialized bearer bonds in the local Chilean market under Series AQ (ticker BCSMU-AQ), charged to the bond line that is registered with the Securities Registry of the CMF under number 1,171 ("Series AQ Bonds"). The series was placed at an annual interest rate of 4.27%, with an annual coupon rate of 4.2%, and a maturity date of March 15, 2029. The placement of the Series AQ Bonds was for a total amount of UF 1.5 million.
5. On April 25, 2024, the Company filed an essential fact, informing that at the Company's Annual General Shareholders' Meeting held that day, shareholders approved the following resolutions:
  - a. Approve annual report and financial statements for the 2023 period.
  - b. Approve the report of independent auditors for the 2023 period.
  - c. Elect the following members of the Board of Directors for the next three years:
    - Pilar Dañobeitia Estados
    - Francisca Saieh Guzmán
    - Alejandro Álvarez Aravena
    - Abel Bouchon Silva
    - Fernando Del Solar Concha
    - Andrés Olivos Bambach
    - Raúl Sotomayor Valenzuela
    - Alejandro Danús Chirighin (Independent Director)
    - Enrique Gundermann Wylie (Independent Director)
  - d. Approve remunerations of Board of Directors and other corporate committees for the 2024 period. In addition, shareholders were informed of Board of Directors expenses incurred during the 2023 period.

- e. Approve remunerations and budget of the Directors' Committee for the 2024 period and inform activities and expenses of such committee during 2023.
- f. Approve the report of operations referred to under Title XVI of Law No. 18,046 (related-party operations).
- g. Designate Ernst & Young (EY) as the independent audit firm for the 2024; and designate Feller-Rate and ICR as local credit rating agencies for the 2024 period.
- h. Designate the El Pulso section of La Tercera as the newspaper in which legally required notifications will be published.
- i. Distribute to shareholders a final dividend in the amount of CLP 4.75686 per share to be charged to net income for the year 2023. This final dividend is in addition to the interim dividends of CLP 2.89043 per share, CLP 2.44451 per share, and CLP 1.46218 per share, paid on June 5, September 7, and December 5, 2023, respectively, all of which were charged to net income for the year 2023. The sum of the proposed final dividend and the interim dividends that have been paid is CLP 66,587,963,359, which equivalent to 75% of 2023 net income. The final dividend of CLP 4.75686 (total amount of CLP 27,414,762,652) will be paid on May 8, 2024 to shareholders of record as of the fifth business day prior to such date.

In addition, following the shareholders' meeting, the Board of Directors held a meeting and agreed to the following:

- a. Designate Ms. Pilar Dañobeitia Estades as Chairwoman of the Board and Ms. Francisca Saieh Guzmán as Vice Chairwoman of the Board.
- b. Designate Mr. Alejandro Danús, Mr. Enrique Gundermann, and Mr. Alejandro Álvarez Aravena as members of the Company's Directors' Committee, constituted per the requirements of Article 50 bis of the Chilean Corporations Act (Ley 18.046).
- c. Designate the following directors as members of the other Board committees:

**Audit and Risk Committee**

Pilar Dañobeitia Estades  
Andrés Olivos Bambach  
Alejandro Álvarez Aravena

**Investment Committee**

Abel Bouchon Silva  
Pilar Dañobeitia Estades  
Andrés Olivos Bambach  
Francisca Saieh Guzmán  
Alejandro Danús Chirighin

**Human Resources and Sustainability Committee**

Fernando Del Solar Concha  
Pilar Dañobeitia Estados  
Francisca Saieh

**Compliance Committee**

Pilar Dañobeitia Estados,  
Andrés Olivos Bambach  
Enrique Gundermann Wylie

**Strategy Committee**

In accordance with this committee's statutes, its members are:

Marcelo Gálvez Saldías, Chief Executive Officer  
Pilar Dañobeitia Estados, Chairwoman of the Board  
Francisca Saieh Guzmán, Vice Chairwoman of the Board

6. On May 13, 2024, the Company filed an essential fact, informing that the Board of Directors has agreed to distribute to shareholders an interim dividend in the amount of CLP 14,334,475,738, equivalent to CLP 2,48724 per share. This interim dividend corresponds to 75% of net income for the first quarter of 2024. The dividend was paid on June 5, 2024, to the shareholders of record on the fifth business day prior to such date.
7. On July 10, 2024, the Company filed an essential fact, announcing the placement of dematerialized bearer bonds in the local Chilean market under Series AS (ticker BCSMU-AS), charged to the bond line registered with the CMF Securities Registry under number 1,179 ("Series AS Bonds"). The Series AS Bonds were placed for a total amount of UF 2 million, with an interest rate of 4.14% and an annual coupon rate of 4.4%, maturing on May 30, 2030.
8. On August 12, 2024, the Company filed an essential fact, informing that the Board of Directors had agreed to distribute to shareholders an interim dividend amounting to CLP 4,956,990,852, equivalent to CLP 0.86011 per share. This interim dividend corresponds to 75% of net income for the second quarter of 2024. The dividend was paid on September 5, 2024, to shareholders of record as of the fifth business day prior to such date.
9. On August 27, 2024, the Company filed an essential fact, informing that on August 26, 2024, the Board of Directors approved a new Policy for Habitual Transactions with Related Parties, in accordance with the provisions of the Financial Markets Commission's General Standard No. 501. The policy had previously been approved by the Directors' Committee and is available (in Spanish) in the Corporate Governance section of the Company's website: <https://www.smu.cl/en/politicas>.
10. On November 11, 2024, the Company filed an essential fact, informing that the Board of Directors had agreed to distribute to shareholders an interim dividend amounting to CLP 5,060,913,825, equivalent to CLP 0.97184 per share. This interim dividend corresponds to 75% of net income for the third quarter of 2024. The dividend was paid on December 4, 2024, to shareholders of record as of the fifth business day prior to such date.

11. On November 21, 2024, the Company filed an essential fact, informing the placement of dematerialized bearer bonds in the local Chilean market under Series AW (ticker BCSMU-AW), charged to the bond line that is registered with the Securities Registry of the CMF under number 1,098 ("Series AW Bonds"). The placement of the Series AW Bonds was for a total amount of UF 1 million, at an interest rate of 3.55%, with an annual coupon rate of 3.60%, and a maturity date of November 1, 2031.
12. On November 25, 2024, the Company filed an essential fact, informing that the Board of Directors of SMU S.A. had agreed to extend the authorization for the Management to execute the Share Buyback Program for an additional 12 months, maintaining the conditions established in the Essential Fact dated May 30, 2022.
13. On December 23, 2024, the Company announced that SMU had been selected to join the Dow Jones Sustainability Indices (DJSI) Chile and MILA, a recognition that highlights its performance in economic and governance matters, environmental sustainability, and social responsibility. In the 2024 edition of the S&P Corporate Sustainability Assessment (CSA), SMU achieved a score of 68/100, ranking first in its industry in Chile, second in Latin America, and eighth worldwide.
14. On December 9 and 17, 2024, the Company reported new store openings under its Unimarc, Super10, and Maxiahorro formats. In the fourth quarter, SMU opened six new stores, bringing the total for the year to 20. As a result, the Company has inaugurated 34 stores between 2023 and 2024, marking significant progress toward its goal of opening 58 new locations between 2023 and 2025.

### **11.1.8**

#### **SUBSEQUENT EVENTS**

1. On March 3, 2025, the Company announced on its website that, as a result of the operating efficiency initiatives the Company has been implementing as part of its strategic plan, including the incorporation of technological tools and the redesign of both in-store and back-office processes, the Company prepared a plan to optimize its organizational structure. This plan was implemented during the months of January and February of this year, with a cost of approximately CLP 8,900 million, which will be reflected in SMU's first quarter 2025 financial statements. The savings resulting from the plan will allow the Company to offset the cost during the year 2025, and the plan will generate savings in future periods. The strategic initiatives implemented by the Company help to improve productivity, mitigating increases in operating expenses, while also contributing to a better shopping experience for its customers.



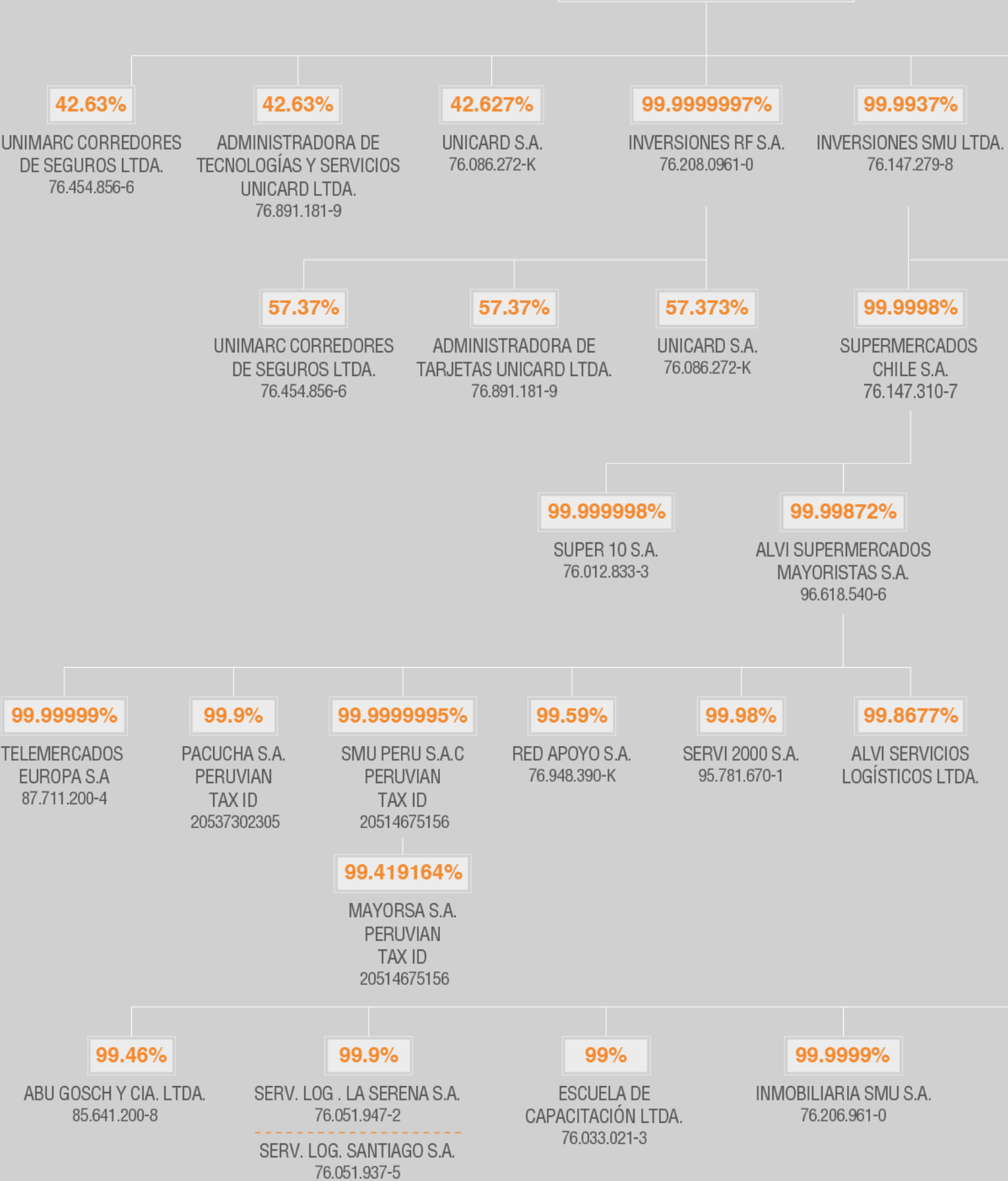


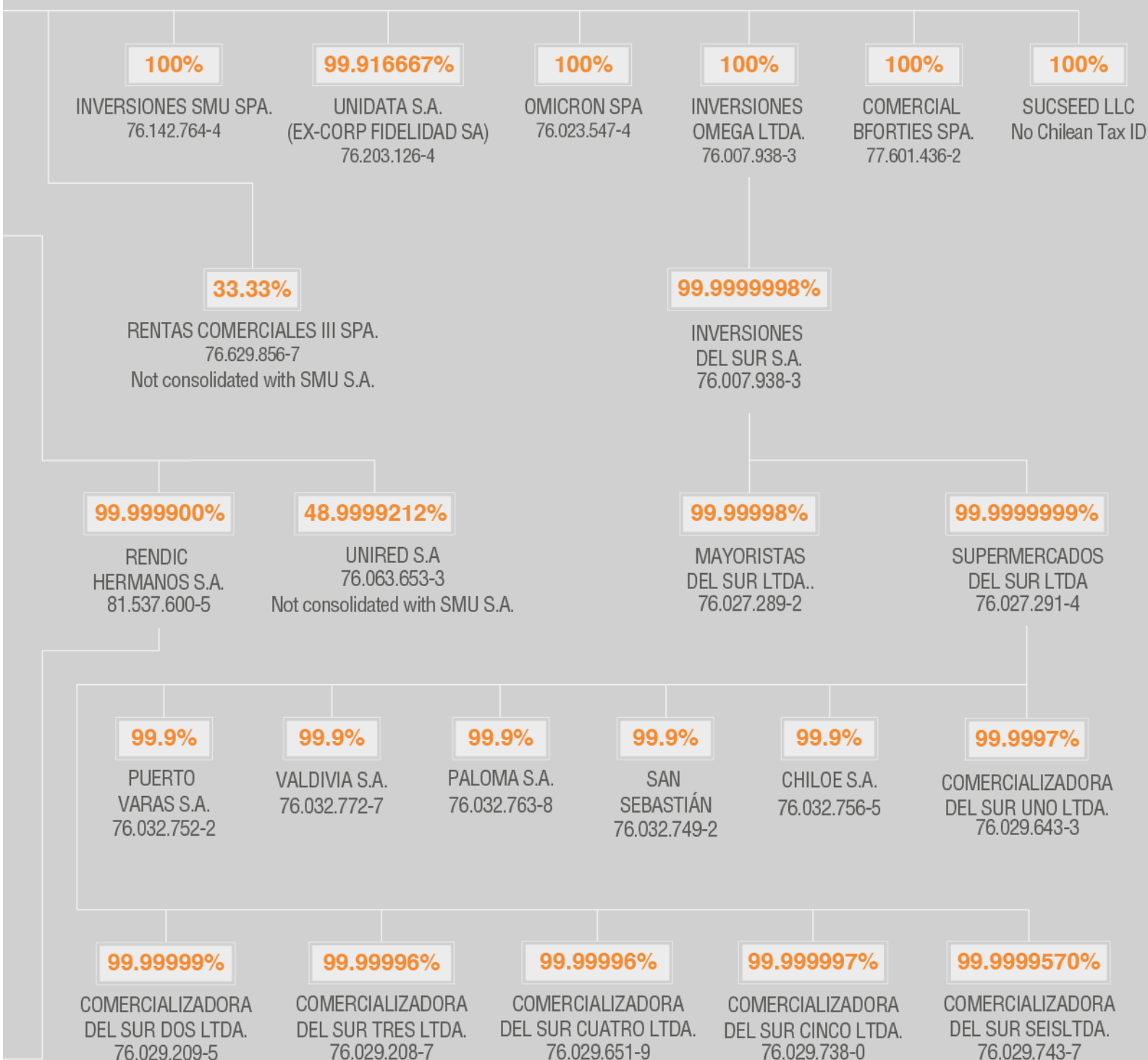
# ADDITIONAL **INFORMATION**



# CORPORATE STRUCTURE 2024

**SMU S.A.**  
76.012.676-4





## 12.1 INFORMATION ABOUT SUBSIDIARIES AND ASSOCIATES

### 12.1.1 DIRECT SUBSIDIARIES

Inversiones SMU Limitada	
Company name	Inversiones SMU Limitada
Type of company	Limited liability company
Chilean I.D.	76.147.279-8
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	834,970,314
Investment as a percentage of the parent company's total individual assets	43.524%
Corporate purpose	Invest in instruments such as mutual fund shares, time deposits, loans, rights, commercial papers, and other credit instruments in general, as well as shares in order to receive dividends, in local or foreign currency. Invest in real estate or movable goods, as well as shares in the same. Participate as a partner, shareholder, or joint holder of any type of company as long as by so doing the invested funds increase; it shall not be necessary to demonstrate this to third parties. The company may manage the assets acquired through its investments and obtain the profits generated by such assets and, in general, carry out any profit-seeking business dealings.
Business activity	Investments
Administrator	SMU S.A., through its representatives
Chief executive officer	Marcelo Gálvez Saldías*
Ownership interest	SMU S.A. 99.9999001% - No changes during the year 2024.
Contractual relationship with the parent	Management services

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

## INTEGRATED REPORT 2024

Inversiones SMU SpA	
Company name	Inversiones SMU SpA
Type of company	Joint stock Company
Chilean I.D.	76.142.764-4
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	1,000
Investment as a percentage of the parent company's total individual assets	0.0001%
Corporate purpose	Invest in instruments such as mutual fund shares, time deposits, loans, rights, commercial papers, and other credit instruments in general, as well as shares in order to receive dividends, in local or foreign currency. Invest in real estate or movable goods, as well as shares in the same. Participate as a partner, shareholder, or joint holder of any type of company as long as by so doing the invested funds increase; it shall not be necessary to demonstrate this to third parties. The company may manage the assets acquired through its investments and obtain the profits generated by such assets and, in general, carry out any profit-seeking business dealings.
Business activity	Investments
Administrator	SMU S.A., through its representatives
Chief executive officer	Marcelo Gálvez Saldías*
Ownership interest	SMU S.A. 100% - No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

OMICRÓN SpA	
Company name	Omicrón SpA
Type of company	Joint stock company
Chilean I.D.	76.023.547-4
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	100
Investment as a percentage of the parent company's total individual assets	(0.0000%)
Corporate purpose	Investment in all kinds of goods, including real estate and movable goods, and tangible and intangible goods, including the acquisition shares, rights in partnerships, debentures, bonds, commercial papers, and all kinds of securities or investment instruments, as well as the administration of such investments and their resulting profits.
Business activity	Investments
Administrator	SMU S.A., through its representatives
Chief executive officer	Marcelo Gálvez Saldías*
Ownership interest	SMU S.A. 100% - No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

INVERSIONES OMEGA LIMITADA	
Company name	Inversiones Omega Limitada
Type of company	Limited liability company
Chilean I.D.	76.007.938-3
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in Capital (ThCh\$)	421,031,248
Investment as a percentage of the parent company's total individual assets	20.4667%
Corporate purpose	Investment in all kinds of goods, including real estate and movable goods, and tangible and intangible goods, including the acquisition shares, rights in partnerships, debentures, bonds, commercial papers, and all kinds of securities or investment instruments, as well as the administration of such investments and their resulting profits.
Business activity	Investments
Administrator	SMU S.A., through its representatives
Chief executive officer	Marcelo Gálvez Saldías*
Ownership interest	SMU S.A. 99.9999999% - No changes during the year 2024.
Contractual relationship with the parent	Management services

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

UNIDATA S.A.	
Company name	UNIDATA S.A.
Type of company	Corporation
Chilean I.D.	76.203.126-4
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	1,200
Investment as a percentage of the parent company's total individual assets	(0.8178%)
Corporate purpose	Promoting customer loyalty with Chilean and international companies by providing, supplying, and developing multiple services and holding ownership positions in all types of companies in Chile and abroad whose purpose is directly or indirectly related to the activities described above. In order to do so, the company may agree to form, modify or take place in any type of company or associations for such purpose, as well as performing information consulting and information facilities management and other activities and developing information technology and information services.
Business activity	Promoting loyalty
Board of directors	Arturo Silva Ortiz*, Marcelo Gálvez Saldías*, Jorge Saez Correa *, Claudia González Montt* y Fernando Faella Lopez *
Chief executive officer	Luisa Astorino Morales*
Ownership interest	SMU S.A. 99.9166667% - No changes during the year 2024.
Contractual relationship with the parent	Management and technology services

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

## INTEGRATED REPORT 2024

INVERSIONES RF S.A.	
Company name	Inversiones RF S.A.
Type of company	Corporation
Chilean I.D.	76.208.961-0
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	39,063,329
Investment as a percentage of the parent company's total individual assets	1.2876%
Corporate purpose	To make investments, on the company's own behalf or on behalf of third parties, in tangible and intangible goods, and real estate or moveable goods; to manage such investments; and to receive any profits generated. To invest in instruments such as mutual fund shares, time deposits, loans, rights, commercial paper, and credit titles in general, including shares in order to receive dividends in local or international currency, or real estate or moveable goods, including a partial ownership stake. And to own or invest in all types of companies, whether for speculative or other purposes.
Business activity	Investments
Board of directors	Arturo Silva Ortiz*, Marcelo Gálvez Saldías* and Jorge Saez Correa
Chief executive officer	Jorge Saez Correa*
Ownership interest	SMU S.A. 100% - No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.



COMERCIAL BFORTIES S.P.A.	
Company name	Comercial Bforties SpA
Type of company	Joint stock company
Chilean I.D.	77.601.436-2
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	322,165
Investment as a percentage of the parent company's total individual assets	(0.0015%)
Corporate purpose	a) Import, export, commercialization, acquisition, intermediation, purchase, sale, and investment in all types of movable goods of any kind; b) advisory and consulting services, talks, and commercial training related to the company's activities and line of business; and c) any other activity complementary to the company's line of business.
Business activity	Trading
Board of directors	Arturo Silva Ortiz*, Gustavo Persson Donoso*, Claudia González Montt*, Gastón Gacitúa Rocha*, y Marcelo Gálvez Saldías*
Chief executive officer	Gustavo Zuñiga Chimenti
Ownership interest	SMU S.A. 100%
Contractual relationship with the parent	Trading

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

SUCSEED LLC	
Company name	SUCSEED LLC
Type of company	Limited Liability Company)
Chilean I.D.	Employer Identification Number (EIN) 32-0671942
Address	1000 N. West St., Suite 1501, City of Wilmington, New Castle County 19801
Telephone number	-
Paid-in capital (USD)	\$2,500
Investment as a percentage of the parent company's total individual assets	0.0054%
Corporate purpose	To carry out any act or activity that may be performed by limited liability companies under the Delaware Limited Liability Company Act (Delaware Act), as well as complementary activities.
Business activity	Strategic sourcing services, brand and product development focused on food.
Board of directors	-
Chief executive officer	SUCSEED LLC does not have a Chief executive officer and is managed by SMU S.A.
Ownership interest	SMU S.A. 100%
Contractual relationship with the parent	Trading

## 12.1.2 ASSOCIATES

UNIRED S.A.	
Company name	Unired S.A.
Type of company	Closed joint stock company
Chilean I.D.	76.063.653-3
Address	Cerro el plomo 5680, piso 9, comuna de Las Condes.
Telephone number	None
Paid-in capital (ThCh\$)	5,986,838
Investment as a percentage of the parent company's total individual assets	0.2973%
Corporate purpose	To carry out the following activities, legal actions, and operations, on behalf of banks or other companies or on the company's own behalf, associated with the provision of the following services: (1) Collecting and/or paying bills for water, gas, and electric utilities, phone services, pay TV, highway tolls, taxes, others, social security and insurance payments, health service, loans granted to individuals or businesses, such as consumer, automotive, mortgage, credit card, or credit line loans, tuition payments for primary and secondary schools, universities, institutes, or other educational institutions, installments, licenses, rights, permissions, interest, fines, similar payments corresponding to private or public institutions to communities, or public or private institutions, on payments made by their customers or users, prepayments of telephone or transportation services, e-wallet, or similar payments, and in general, all types of collections, payment or money transfer operations. (2) Payment of remunerations and benefits, prizes, exchanges, bonuses, and similar payments from private or public institutions. (3) Make deposits and withdrawals from current accounts, savings accounts, credit cards, and credit lines. (4) Make investments on its own behalf or on behalf of third parties in real estate or other assets, manage these investments, and receive the benefits. (5) Hold interest and invest in other types of companies. (6) Promotional and marketing services and renting spaces from individuals or companies from or for the products sold by the latter. (7) Marketing and selling own and third party products. (8) Developing and managing own or third party digital platforms or solutions.
Business activity	Collections
Board of directors	Andrés Winter Salgado, Horacio Salamanca Uboldi, Luisa Astorino Morales*, Cecilia Vergara Fisher y Arturo Silva Ortiz*
Chief executive officer	Marcela Sáez Villouta
Ownership interest	Inversiones SMU Limitada 48.99992% - No changes during the year 2024.
Contractual Relationship with the Parent	Management and real estate services

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

### 12.1.3 INDIRECT SUBSIDIARIES

SUPERMERCADOS CHILE S.A.	
Company name	Supermercados Chile S.A.
Type of company	Corporation
Chilean I.D.	76.147.310-7
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	195,443,250
Investment as a percentage of the parent company's total individual assets	4.5792%
Corporate purpose	Invest in instruments such as mutual fund shares, time deposits, loans, rights, commercial papers, and other credit instruments in general, as well as shares in order to receive dividends, in local or foreign currency. Invest in real estate or movable goods, as well as shares in the same. Participate as a partner, shareholder, or joint holder of any type of company as long as by so doing the invested funds increase; it shall not be necessary to demonstrate this to third parties. The company may manage the assets acquired through its investments and obtain the profits generated by such assets and, in general, carry out any profit-seeking business dealings.
Business activity	Investments
Board of directors	Marcelo Gálvez Saldías*, Jorge Saez Correa * y Arturo Silva Ortiz*
Chief executive officer	Jorge Saez Correa *
Ownership interest	Inversiones SMU Limitada 99.9998306% - No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

RENDIC HERMANOS S.A.	
Company name	Rendic Hermanos S.A.
Type of company	Corporation
Chilean I.D.	81.537.600-5
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	642,085,432
Investment as a percentage of the parent company's total individual assets	63.0396%
Corporate purpose	To carry out activities related to commerce, including the purchase and/or exchange of moveable goods to subsequently be sole, exchanged, or rented in their original form or modified; the operation of supermarkets, the purchase of business establishments, the rental of moveable goods or real estate in order to rent them; mom-and-pop businesses, stores, and similar establishments, land, sea, or air transportation companies; construction of real estate, such as buildings, roads, industrial facilities, and similar; the purchase, sale, and/or exchange of real estate; the promotion, distribution, and commercialization of credit cards, contests, advertising campaigns, and in general all types of products and service; all types of operations involving collections, payment, or transfer of money on its own behalf or on behalf of third parties; or any other business activity or financial operation agreed upon unanimously by the board of directors.
Business activity	Food retail
Board of directors	Marcelo Gálvez Saldías*, Jorge Saez Correa * y Arturo Silva Ortiz*
Chief executive officer	Lionel Gubler Cruz
Ownership interest	Inversiones SMU Limitada 99.99989% - No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.
Company name	Administration, real estate, technology, and commercial services

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

## INTEGRATED REPORT 2024

SUPER 10 S.A.	
Company name	Super 10 S.A.
Type of company	Corporation
Chilean I.D.	76.012.833-3
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	119,996
Investment as a percentage of the parent company's total individual assets	1.1690%
Corporate purpose	Commercialization of all types of goods, on the company's own behalf or on behalf of third parties, especially operating in the supermarket and pharmacy industries, either through buying and selling, importing, exporting, distributing, charging commissions, and/or consignment of all type of moveable goods, as a retailer or a wholesaler. To make investments, on the company's own behalf or on behalf of third parties, in tangible or intangible goods and real estate or moveable goods; to manage such investments; and to receive any profits generated by the same. To provide management, organizational, financial, commercial, economic, tax, legal, or marketing advisory services. To own or invest in all types of companies. To carry out activities for the promotion, commercialization, or distribution of credit cards, contests, promotional campaigns, and, generally, all kinds of products or services, collections, payments, delivery or transfer of funds on its on behalf or on behalf of third parties.
Business activity	Food retail
Board of directors	Marcelo Gálvez Saldías*, Jorge Saez Correa* and Arturo Silva Ortiz*
Chief executive officer	Nicolas Delsol
Ownership interest	Supermercados Chile S.A. 99.999998% - No changes during the year 2024.
Contractual relationship with the parent	Management and technology services

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

ALVI SUPERMERCADOS MAYORISTAS S.A.	
Company name	Alvi Supermercados Mayoristas S.A.
Type of company	Corporation
Chilean I.D.	96.618.540-6
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	69,725,327
Investment as a percentage of the parent company's total individual assets	4.5425%
Corporate purpose	Commercial activity in its broadest and most varies forms, especially buying and selling, importing, exporting, distributing, and marketing all types of goods, on the company's own behalf or on behalf of third parties, in representation of Chilean or foreign companies, and any other related activities agreed upon by shareholders, especially operating in the retail and/or wholesale supermarket industry, the distribution and commercialization of dairy products, cured meats, dry goods, candies, cleaning supplies, and in general all mass consumption food products; the distribution and retail or wholesale commercialization of liquor and alcoholic beverages, and the distribution and retail or whole commercialization of other goods. Any activity that is by nature related to the above. Hold ownership stakes in other companies, regardless of the type of company or nationality. To carry out activities for the promotion, commercialization, or distribution of credit cards, contests, promotional campaigns, and, generally, all kinds of products or services, collections, payments, delivery or transfer of funds on its on behalf or on behalf of third parties.
Business activity	Food retail
Board of directors	Marcelo Gálvez Saldías*, Jorge Saez Correa* and Arturo Silva Ortiz*
Chief executive officer	Francisco Gaete Bascuñán
Ownership interest	Supermercados Chile S.A. 99.99872% - No changes during the year 2024.
Contractual relationship with the parent	Management and technology services

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

## INTEGRATED REPORT 2024

ABU GOSCH Y COMPAÑÍA LIMITADA	
Company name	Abu Gosch y Compañía Limitada
Type of company	Limited liability company
Chilean I.D.	85.641.200-8
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	466,150
Investment as a percentage of the parent company's total individual assets	0.3123%
Corporate purpose	Manufacture of wool and cotton textiles; manufacture of work clothes and clothing in general; importing, exporting, representation, distribution, marketing, and commerce in general, and any other business that the partners mutually agree upon, whether directly or indirectly related to the foregoing, or creating or holding ownership stakes in companies with the same or different business activity, whether civil or commercial.
Business activity	Food retail
Administrator	Rendic Hermanos S.A., through its representatives
Chief executive officer	Jorge Sáez Correa*
Ownership interest	Rendic Hermanos S.A. 99.46% - No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.



SERVICIOS LOGÍSTICOS SANTIAGO S.A.	
Company name	Servicios Logísticos Santiago S.A.
Type of company	Corporation
Chilean I.D.	76.051.937-5
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Capital suscrito y pagado (M\$)	1,000
Paid-in capital (ThCh\$)	(0.7083%)
Corporate purpose	Providing all types of storage, custody, warehouse, inventory or general logistics services. Distribution and transport of merchandise on the company's own behalf or on behalf of third parties. Providing all types of merchandise and product transport services whether on vehicles belonging to the company or to third parties. Commercialization of all types of goods, on the company's own behalf or on behalf of third parties, especially operating in the supermarket and pharmacy industries, either through buying and selling, importing, exporting, distributing, charging commissions, and/or consignment of all type of moveable goods, as a retailer or a wholesaler. To make investments, on the company's own behalf or on behalf of third parties, in tangible or intangible goods and real estate or moveable goods; to manage such investments; and to receive any profits generated by the same. To provide management, organizational, financial, commercial, economic, tax, legal, or marketing advisory services. To own or invest in all types of companies.
Business activity	Logistics
Board of directors	Marcelo Gálvez Saldías*, Jorge Saez Correa* and Arturo Silva Ortiz*
Chief executive officer	Martin Celedón Yañez
Ownership interest	Rendic Hermanos S.A. 99.9% - No changes during the year 2024.
Contractual relationship with the parent	Technology services

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

## INTEGRATED REPORT 2024

SERVICIOS LOGÍSTICOS LA SERENA S.A.	
Company name	Servicios Logísticos La Serena S.A.
Type of company	Corporation
Chilean I.D.	76.051.947-2
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	1,000
Investment as a percentage of the parent company's total individual assets	(0.1249%)
Corporate purpose	Providing all types of storage, custody, warehouse, inventory or general logistics services. Distribution and transport of merchandise on the company's own behalf or on behalf of third parties. Providing all types of merchandise and product transport services whether on vehicles belonging to the company or to third parties. Commercialization of all types of goods, on the company's own behalf or on behalf of third parties, especially operating in the supermarket and pharmacy industries, either through buying and selling, importing, exporting, distributing, charging commissions, and/or consignment of all type of moveable goods, as a retailer or a wholesaler. To make investments, on the company's own behalf or on behalf of third parties, in tangible or intangible goods and real estate or moveable goods; to manage such investments; and to receive any profits generated by the same. To provide management, organizational, financial, commercial, economic, tax, legal, or marketing advisory services. To own or invest in all types of companies.
Business activity	Logistics
Board of directors	Marcelo Gálvez Saldías*, Jorge Saez Correa* and Arturo Silva Ortiz*
Chief executive officer	Martin Celedón Yañez
Ownership interest	Rendic Hermanos S.A. 99,9% - No changes during the year 2024.
Contractual relationship with the parent	Management and technology services

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

ESCUELA DE CAPACITACIÓN Y OFICIOS SUPERMERCADISTAS LIMITADA	
Company name	Escuela de Capacitación y Oficios Supermercadistas Limitada
Type of company	Limited liability company
Chilean I.D.	76.033.021-3
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	1,000
Investment as a percentage of the parent company's total individual assets	0.1286%
Corporate purpose	Providing training services in accordance with Law No. 19,518, which establishes the new statute for training and employment, as well as any modification and scope. Training services may include labor or occupational training, training for private security guards in subjects inherent to private security, as long as it has been authorized by the authorities and the corresponding authorities.
Business activity	Training
Administrator	Rendic Hermanos S.A., through its representatives
Chief executive officer	Jorge Sáez Correa*
Ownership interest	Rendic Hermanos S.A. 99% - No changes during the year 2024.
Contractual Relationship with the Parent	Management services

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

## INTEGRATED REPORT 2024

INMOBILIARIA SMU S.A.	
Company name	Inmobiliaria SMU S.A.
Type of company	Corporation
Chilean I.D.	76.139.841-5
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	1,001,000
Investment as a percentage of the parent company's total individual assets	0.2541%
Corporate purpose	The purchase, sale, lease, sublease, brokerage, or other type of exploitation, division into lots, subdivision, merger, construction, and urbanization of real estate, either on the company's own behalf or on behalf of third parties, and, in general, investments on its own behalf or on behalf of third parties in all types of real estate or moveable goods, tangible or intangible goods, securities, shares, and all types of credit or investment titles; and with regard to the foregoing, manage, exploit or dispose of them, or receive any profits generated by them. The construction, either on the company's own behalf or on behalf of third parties, of all types of buildings, urban developments, tourist complexes, hotels, commercial buildings, and others. The administration and exploitation of hotels, malls, tourist complexes, and/or real estate projects of all kinds, either on the company's own behalf or on behalf of third parties. To provide management, organizational, financial, commercial, economic, tax, legal, or marketing advisory services. To own or invest in all types of companies.
Business activity	Real Estate
Board of directors	Marcelo Gálvez Saldías*, Jorge Saez Correa* and Arturo Silva Ortiz*
Chief executive officer	Jorge Saez Correa*
Ownership interest	Rendic Hermanos S.A. 99.9999001%. – No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

ALVI SERVICIOS LOGÍSTICOS LIMITADA	
Company name	Alvi Servicios Logísticos Limitada
Type of company	Limited liability company
Chilean I.D.	78.381.240-1
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	315,553
Investment as a percentage of the parent company's total individual assets	0.1043%
Corporate purpose	The provision of logistics services to Chilean and foreign companies related to land transport of cargo, in vehicles owned by the company or by third parties. The rental of all types of motorized vehicles. Storage in own or third-party warehouses. Distribution of merchandise. Retail or wholesale commercialization of food products. In general, the company may undertake any activity that the partners agree to, whether or not it is part of its defined business activities.
Business activity	Logistics
Administrator	Alvi Supermercados Mayoristas S.A. through its representatives
Chief executive officer	Francisco Gaete Bascuñán
Ownership interest	Alvi Supermercados Mayoristas S.A. 99.8677% - No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.

## INTEGRATED REPORT 2024

SERVI 2000 S.A.	
Company name	Servi 2000 S.A.
Type of company	Corporation
Chilean I.D.	96.781.670-1
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	262,944
Investment as a percentage of the parent company's total individual assets	(0.0008%)
Corporate purpose	Buying, selling, leasing, subleasing, distributing, commercializing, importing, and/or exporting all type of computer equipment and systems. Providing maintenance, repair, and support services for computer equipment and systems. Providing IT advisory services for administrating, developing, and operating companies as well as accounting and tax services.
Business activity	IT services
Board of directors	Marcelo Gálvez Saldías*, Jorge Saez Correa* and Arturo Silva Ortiz*
Chief executive officer	Jorge Saez Correa*
Ownership interest	Alvi Supermercados Mayoristas S.A. 99.98%. – No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

RED APOYO S.A.	
Company name	Red Apoyo S.A.
Type of company	Corporation
Chilean I.D.	76.948.390-K
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	3,401,127
Investment as a percentage of the parent company's total individual assets	0.0616%
Corporate purpose	A) Operation as a purchasing center, commission agent, and intermediary for all types of goods and services. B) Purchase and sale of all types of merchandise. C) Distribution and logistics of mass consumption products and equipment. D) Granting credits and financial advisory services. E) Intermediation of financial services, insurance, and similar. F) Leasing and subleasing of business equipment. G) Production of events. H) Provision of all types of advisory services. I) Training in human resources. J) Brand representation. K) Investment in all types of goods, whether real estate or moveable goods and tangible or intangible goods, including the acquisition of shares, rights in companies, bonds, commercial paper, all kinds of investment instruments and the management of these investments and their profits. L) The authorization and registry of transactions made by holders or users of prepayment, credit, and/or debit cards, cards with funds for purchasing food, coupons, or other forms of payment developed in the future ("forms of payment"). M) Managing affiliation of entities to the system without being part of the rendering of services regulated as part of the operation of forms of payment. N) The provision of point of sales terminals or electronic or IT applications that enable the authorization, capture, aggregation, and communication of payment operations to be subsequently processed by an operator of forms of payment to be paid. O) Other activities related to the operation of forms of payment, including the payment of amounts corresponding to affiliated entities. P) All types of collections, payment or money transfer operations on behalf of third parties. Q) the promotion, distribution, and marketing of credit cards, contest programs, promotional campaigns, and, in general, all types of products or services. R) all types of collection, payment, delivery, or transfer of money operations, either on its own behalf or on behalf of third parties.
Business activity	Financial services management for the Alvi store network.
Board of directors	Marcelo Gálvez Saldías*, Jorge Saez Correa* y Arturo Silva Ortiz*
Chief executive officer	Jorge Saez Correa*

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

## INTEGRATED REPORT 2024

Ownership interest	Alvi Supermercados Mayoristas S.A. 99%. – No changes during the year 2024
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.

TELEMERCADOS EUROPA S.A.	
Company name	Telemercados Europa S.A.
Type of company	Corporation
Chilean I.D.	87.711.200-4
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	147,623
Investment as a percentage of the parent company's total individual assets	(0.2931%)
Corporate purpose	Commercializing, buying, selling, distributing, representing, importing, or importing all types of articles for the home or others, including groceries, clothing, sporting or recreational goods, furniture, personal hygiene products, cleaning supplies, and appliances; selling and distributing cigarettes and tobacco through retail and wholesale; distributing and commercializing liquors and alcoholic beverages through retail, wholesale or other similar channels. The company may hold ownership stakes in other companies whose purpose is related to the foregoing.
Business activity	Food retail
Board of directors	Marcelo Gálvez Saldías*, Jorge Saez Correa* and Arturo Silva Ortiz*
Chief executive officer	Javier Fernández Fernández*
Ownership interest	Alvi Supermercados Mayoristas S.A. 99.99999%. – No changes during the year 2024.
Contractual relationship with the parent	Management services

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.



INVERSIONES DEL SUR S.A.	
Company name	Inversiones del Sur S.A.
Type of company	Corporation
Chilean I.D.	76.027.259-0
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	425,585,662
Investment as a percentage of the parent company's total individual assets	12.4749%
Corporate purpose	Investment in all kinds of goods, including real estate and movable goods, and tangible and intangible goods, including the acquisition shares, rights in partnerships, debentures, bonds, commercial papers, and all kinds of securities or investment instruments, as well as the administration of such investments and their resulting profits. Providing services in economic, financial, organizational or business administration matters, as well as negotiation, financial structuring, treasury, budget management, commercial mandate, and in general the provision of all types of services in areas related to the development and administration of businesses.
Business activity	Investments
Board of directors	Marcelo Gálvez Saldías*, Jorge Saez Correa* and Arturo Silva Ortiz*
Chief executive officer	Jorge Saez Correa*
Ownership interest	Inversiones Omega Limitada 99.999999%. - No changes during the year 2024.
Contractual relationship with the parent	Management services

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

## INTEGRATED REPORT 2024

SUPERMERCADOS DEL SUR LIMITADA	
Company name	Supermercados del Sur Limitada
Type of company	Limited liability company
Chilean I.D.	76.027.291-4
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	231,233,337
Investment as a percentage of the parent company's total individual assets	2.8169%
Corporate purpose	a) Direct or indirect operation of supermarkets, malls, restaurants, industrial kitchens, and locations used for wholesale or retail commerce; b) wholesale or retail purchase, packaging, transformation, production, sale, import, export, and distribution of all kinds of merchandise, articles, product, foods, and other consumer goods related to the operation of supermarkets, malls, restaurants, industrial kitchens, and commercial locations; c) representation of Chilean or foreign companies and granting or accepting commercial concessions related to the operation of supermarkets, malls, restaurants, industrial kitchens, and commercial locations.
Business activity	Food retail
Administrator	Inversiones del Sur S.A., through its representatives
Chief executive officer	Jorge Saez Correa*
Ownership interest	Inversiones del Sur S.A. 99.999999% - No changes during the year 2024.
Contractual relationship with the parent	Management services

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

MAYORISTAS DEL SUR LIMITADA	
Company name	Mayoristas del Sur Limitada
Type of company	Limited liability company
Chilean I.D.	76.027.289-2
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	17,671
Investment as a percentage of the parent company's total individual assets	(0.1104%)
Corporate purpose	a) Direct or indirect operation of supermarkets, malls, restaurants, industrial kitchens, and locations used for wholesale or retail commerce; b) wholesale or retail purchase, packaging, transformation, production, sale, import, export, and distribution of all kinds of merchandise, articles, product, foods, and other consumer goods related to the operation of supermarkets, malls, restaurants, industrial kitchens, and commercial locations; c) representation of Chilean or foreign companies and granting or accepting commercial concessions related to the operation of supermarkets, malls, restaurants, industrial kitchens, and commercial locations.
Business activity	Food retail
Administrator	Inversiones del Sur S.A., through its representatives
Chief executive officer	Jorge Saez Correa*
Ownership interest	Inversiones del Sur S.A. 99.99998% - No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

## INTEGRATED REPORT 2024

VALDIVIA S.A.	
Company name	Valdivia S.A.
Type of company	Corporation
Chilean I.D.	76.032.772-7
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	1,000
Investment as a percentage of the parent company's total individual assets	(0.0014%)
Corporate purpose	Any type of investment in tangible or intangible goods and moveable goods or real estate; operation, commercialization or management of such investments in any way, on the company's own behalf or on behalf of third parties; receiving any profits generated and reinvesting such profits with no restrictions of any type, as well as executing all actions and contracts necessary and conducive to the aforementioned corporate purpose.
Business activity	Investments
Board of directors	Marcelo Gálvez Saldías*, Jorge Saez Correa* and Arturo Silva Ortiz*
Chief executive officer	Jorge Saez Correa*
Ownership interest	Supermercados del Sur Ltda. 99.9%. – No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

PALOMA S.A.	
Company name	Paloma S.A.
Type of company	Corporation
Chilean I.D.	76.032.763-8
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	1,000
Investment as a percentage of the parent company's total individual assets	(0.0041%)
Corporate purpose	Any type of investment in tangible or intangible goods and moveable goods or real estate; operation, commercialization or management of such investments in any way, on the company's own behalf or on behalf of third parties; receiving any profits generated and reinvesting such profits with no restrictions of any type, as well as executing all actions and contracts necessary and conducive to the aforementioned corporate purpose.
Business activity	Investments
Board of directors	Marcelo Gálvez Saldías*, Jorge Saez Correa* and Arturo Silva Ortiz*
Chief executive officer	Jorge Saez Correa*
Ownership interest	Supermercados del Sur Ltda. 99.9%. – No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

## INTEGRATED REPORT 2024

SAN SEBASTIÁN S.A.	
Company name	San Sebastián S.A.
Type of company	Corporation
Chilean I.D.	76.032.749-2
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	1,000
Investment as a percentage of the parent company's total individual assets	(0.0037%)
Corporate purpose	Any type of investment in tangible or intangible goods and moveable goods or real estate; operation, commercialization or management of such investments in any way, on the company's own behalf or on behalf of third parties; receiving any profits generated and reinvesting such profits with no restrictions of any type, as well as executing all actions and contracts necessary and conducive to the aforementioned corporate purpose.
Business activity	Investments
Board of directors	Marcelo Gálvez Saldías*, Jorge Saez Correa* and Arturo Silva Ortiz*
Chief executive officer	Jorge Saez Correa*
Ownership interest	Supermercados del Sur Ltda. 99.9%. - No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

CHILOÉ S.A.	
Company name	Chiloé S.A.
Type of company	Corporation
Chilean I.D.	76.032.756-5
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	1,000
Investment as a percentage of the parent company's total individual assets	(0.0018%)
Corporate purpose	Any type of investment in tangible or intangible goods and moveable goods or real estate; operation, commercialization or management of such investments in any way, on the company's own behalf or on behalf of third parties; receiving any profits generated and reinvesting such profits with no restrictions of any type, as well as executing all actions and contracts necessary and conducive to the aforementioned corporate purpose.
Business activity	Investments
Board of directors	Marcelo Gálvez Saldías*, Jorge Saez Correa* and Arturo Silva Ortiz*
Chief executive officer	Jorge Saez Correa*
Ownership interest	Supermercados del Sur Ltda. 99.9%. – No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

## INTEGRATED REPORT 2024

PUERTO VARAS S.A.	
Company name	Puerto Varas S.A.
Type of company	Corporation
Chilean I.D.	76.032.752-2
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	1,000
Investment as a percentage of the parent company's total individual assets	(0.0005%)
Corporate purpose	Any type of investment in tangible or intangible goods and moveable goods or real estate; operation, commercialization or management of such investments in any way, on the company's own behalf or on behalf of third parties; receiving any profits generated and reinvesting such profits with no restrictions of any type, as well as executing all actions and contracts necessary and conducive to the aforementioned corporate purpose.
Business activity	Investments
Board of directors	Marcelo Gálvez Saldías*, Jorge Saez Correa* and Arturo Silva Ortiz*
Chief executive officer	Jorge Saez Correa*
Ownership interest	Supermercados del Sur Ltda. 99.9%. – No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.



COMERCIALIZADORA DEL SUR UNO LIMITADA	
Company name	Comercializadora del Sur Uno Limitada
Type of company	Limited liability company
Chilean I.D.	76.0299.643-0
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	18,303
Investment as a percentage of the parent company's total individual assets	(0.4713%)
Corporate purpose	a) Direct or indirect operation of supermarkets, malls, restaurants, industrial kitchens, and locations used for wholesale or retail commerce; b) wholesale or retail purchase, packaging, transformation, production, sale, import, export, and distribution of all kinds of merchandise, articles, product, foods, and other consumer goods related to the operation of supermarkets, malls, restaurants, industrial kitchens, and commercial locations; c) representation of Chilean or foreign companies and granting or accepting commercial concessions related to the operation of supermarkets, malls, restaurants, industrial kitchens, and commercial locations.
Business activity	Food retail
Administrator	Supermercados del Sur Limitada, through its representatives
Chief executive officer	Jorge Saez Correa*
Ownership interest	Supermercados del Sur Ltda. 99.9997% - No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

## INTEGRATED REPORT 2024

COMERCIALIZADORA DEL SUR DOS LIMITADA	
Company name	Comercializadora del Sur Dos Limitada
Type of company	Limited liability company
Chilean I.D.	76.029.209-5
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	3,917,266
Investment as a percentage of the parent company's total individual assets	0.4978%
Corporate purpose	a) Direct or indirect operation of supermarkets, malls, restaurants, industrial kitchens, and locations used for wholesale or retail commerce; b) wholesale or retail purchase, packaging, transformation, production, sale, import, export, and distribution of all kinds of merchandise, articles, product, foods, and other consumer goods related to the operation of supermarkets, malls, restaurants, industrial kitchens, and commercial locations; c) representation of Chilean or foreign companies and granting or accepting commercial concessions related to the operation of supermarkets, malls, restaurants, industrial kitchens, and commercial locations.
Business activity	Food retail
Administrator	Supermercados del Sur Limitada, through its representatives
Chief executive officer	Jorge Saez Correa*
Ownership interest	Supermercados del Sur Ltda. 99.99999% - No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

COMERCIALIZADORA DEL SUR TRES LIMITADA	
Company name	Comercializadora del Sur Tres Limitada
Type of company	Limited liability company
Chilean I.D.	76.029.208-7
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	700,858
Investment as a percentage of the parent company's total individual assets	0.0673%
Corporate purpose	a) Direct or indirect operation of supermarkets, malls, restaurants, industrial kitchens, and locations used for wholesale or retail commerce; b) wholesale or retail purchase, packaging, transformation, production, sale, import, export, and distribution of all kinds of merchandise, articles, product, foods, and other consumer goods related to the operation of supermarkets, malls, restaurants, industrial kitchens, and commercial locations; c) representation of Chilean or foreign companies and granting or accepting commercial concessions related to the operation of supermarkets, malls, restaurants, industrial kitchens, and commercial locations.
Business activity	Food retail
Administrator	Supermercados del Sur Limitada, through its representatives
Chief executive officer	Jorge Saez Correa*
Ownership interest	Supermercados del Sur Ltda. 99.99996% - No changes during the year 2024.
Contractual relationship with the parent	Management services

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

## INTEGRATED REPORT 2024

COMERCIALIZADORA DEL SUR CUATRO LIMITADA	
Company name	Comercializadora del Sur Cuatro Limitada
Type of company	Limited liability company
Chilean I.D.	76.029.661-9
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	2,936
Investment as a percentage of the parent company's total individual assets	(0.0444%)
Corporate purpose	a) Direct or indirect operation of supermarkets, malls, restaurants, industrial kitchens, and locations used for wholesale or retail commerce; b) wholesale or retail purchase, packaging, transformation, production, sale, import, export, and distribution of all kinds of merchandise, articles, product, foods, and other consumer goods related to the operation of supermarkets, malls, restaurants, industrial kitchens, and commercial locations; c) representation of Chilean or foreign companies and granting or accepting commercial concessions related to the operation of supermarkets, malls, restaurants, industrial kitchens, and commercial locations.
Business activity	Food retail
Administrator	Supermercados del Sur Limitada, through its representatives
Chief executive officer	Jorge Saez Correa*
Ownership interest	Supermercados del Sur Ltda. 99.99996% - No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

COMERCIALIZADORA DEL SUR CINCO LIMITADA	
Company name	Comercializadora del Sur Cinco Limitada
Type of company	Limited liability company
Chilean I.D.	76.029.738-0
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	1,426,231
Investment as a percentage of the parent company's total individual assets	(0.1649%)
Corporate purpose	a) Direct or indirect operation of supermarkets, malls, restaurants, industrial kitchens, and locations used for wholesale or retail commerce; b) wholesale or retail purchase, packaging, transformation, production, sale, import, export, and distribution of all kinds of merchandise, articles, product, foods, and other consumer goods related to the operation of supermarkets, malls, restaurants, industrial kitchens, and commercial locations; c) representation of Chilean or foreign companies and granting or accepting commercial concessions related to the operation of supermarkets, malls, restaurants, industrial kitchens, and commercial locations.
Business activity	Food retail
Administrador	Supermercados Supermercados del Sur Limitada, through its representatives
Chief executive officer	Jorge Saez Correa*
Ownership interest	Supermercados del Sur Ltda. 99.999997% - No changes during the year 2024.
Contractual relationship with the parent	Management services

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

## INTEGRATED REPORT 2024

COMERCIALIZADORA DEL SUR SEIS LIMITADA	
Company name	Comercializadora del Sur Seis Limitada
Type of company	Limited liability company
Chilean I.D.	76.029.743-7
Address	Cerro El Plomo N° 5680, piso 10, Las Condes, Santiago
Telephone number	22 818 8000
Paid-in capital (ThCh\$)	70,936
Investment as a percentage of the parent company's total individual assets	0.1805%
Corporate purpose	a) Direct or indirect operation of supermarkets, malls, restaurants, industrial kitchens, and locations used for wholesale or retail commerce; b) wholesale or retail purchase, packaging, transformation, production, sale, import, export, and distribution of all kinds of merchandise, articles, product, foods, and other consumer goods related to the operation of supermarkets, malls, restaurants, industrial kitchens, and commercial locations; c) representation of Chilean or foreign companies and granting or accepting commercial concessions related to the operation of supermarkets, malls, restaurants, industrial kitchens, and commercial locations.
Business activity	Food retail
Administrator	Supermercados del Sur Limitada
Chief executive officer	Jorge Saez Correa*
Ownership interest	Supermercados del Sur Ltda. 99.9999957% - No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

UNICARD S.A.	
Company name	Unicard S.A.
Type of company	Special Corporation
Chilean I.D.	76.086.272-K
Address	Cerro El Plomo 5680, piso 9, Las Condes, Santiago
Telephone number	None
Paid-in capital (ThCh\$)	75,500,000
Investment as a percentage of the parent company's total individual assets	2.0759%
Corporate purpose	The only purpose of the company is the issuance of credit cards and all complementary activities authorized by the superintendency of banks and financial institutions or the institution or authority that replaces or succeeds it.
Business activity	Issuance of Unipay credit card (formerly Unimarc credit card)
Board of directors	Andrés Olivos Bambach, Horacio Salamanca Uboldi, Marcelo Galvez Saldías, Arturo Silva Ortiz* and Andrés Winter Salgado
Chief executive officer	Inguer Pérez-Borroto*
Ownership interest	SMU S.A. 42.63% directly; Inversiones RF 57.373% indirectly. No changes during the year 2024.
Contractual relationship with the parent	Management, real estate, and technology services

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

ADMINISTRADORA DE TECNOLOGÍAS Y SERVICIOS UNICARD LTDA.	
Company name	Administradora de Tecnologías y Servicios Unicard Ltda.
Type of company	Limited liability company
Chilean I.D.	76.891.181-9
Address	Cerro El Plomo 5680, piso 9, Las Condes, Santiago
Telephone number	None
Paid-in capital (ThCh\$)	11,331,314
Investment as a percentage of the parent company's total individual assets	0.1666%
Corporate purpose	To carry out, on the company's own behalf or on behalf of third parties, the following activities, legal actions, and operations, associated with the provision of the following services: providing, to individuals or companies, all kinds of material and/or immaterial services, and especially computer, operating, administrative, and business support services, as well as services to help such parties initiate and/or manage and/or maintain systems of financing to acquire all kinds of assets; risk analysis and evaluation; obtaining short- and/or long-term loans; evaluating, organizing, structuring, intermediating, and executing, on its own behalf or for others, the sale of all kinds of facilities, maintenance, advisory services, security services, repair, rental car, roadside assistance, and assistance of any nature, including travel, theft, and others, for individuals and their home, the execution of all types of operations, implementation of businesses in accordance with the company purpose, and in general the rendering of all kinds of services, including the design and structure of the services, and entering into necessary contracts in order to carry out the corporate purpose.
Business activity	Provision of services
Chief executive officer	Raúl Leal Rozas
Ownership interest	SMU 42.63% directly; Inversiones RF 57,37% indirectly. No changes during the year 2024.
Contractual relationship with the parent	Management services



UNIMARC CORREDORES DE SEGUROS LIMITADA	
Company name	Unimarc Corredores De Seguros Limitada
Type of company	Limited liability company
Chilean I.D.	76.454.856-6
Address	Cerro El Plomo 5680, piso 9, Las Condes, Santiago
Telephone number	None
Paid-in capital (ThCh\$)	1,927,500
Investment as a percentage of the parent company's total individual assets	0.0366%
Corporate purpose	a) To act as broker or intermediary in the hiring of all types of damage or personal liability insurance, except social security insurance, with any insurer authorized to operate in Chile, in accordance with the provisions of Article 57, from Decree Law 251 published in 1931 b) to offer, market and/or produce all types of services that are complementary or related to the insurance business, such as assistance, inspections, or technical advisory services. The company may not operate as an insurance adjuster or in any other business area prohibited by law or restricted to special corporations. In the course of carrying out its business the company may provide advisory services and offer services related to its corporate purpose, in the broadest sense permitted by current or future law.
Business activity	Insurance broker
Legal representative	Raúl Leal Rozas
Ownership interest	SMU 42.63% directly; Inversiones RF 57.37% indirectly. No changes during the year 2024.
Contractual relationship with the parent	Management and real estate services

## INTEGRATED REPORT 2024

SMU PERÚ S.A.C.	
Company name	SMU Perú S.A.C.
Type of company	Closed joint stock company
Peruvian I.D.	20514675156
Address	Avenida El Polo 670 interior 801, Centro Empresarial El Polo II, distrito de Santiago de Surco, provincia y departamento de Lima, Perú.
Telephone number	+51-1-7006700
Paid-in capital (ThPEN)	248,174
Investment as a percentage of the parent company's total individual assets	1.3501%
Corporate purpose	To acquire and hold shares in Mayorsa S.A. In order to fulfill its objective and carry out activities related to it, the company may execute legal actions, agreements, and/or contracts related to its shares in Mayorsa S.A.
Business activity	Investments
Board of directors	Pilar Dañobeitia Estados*, Marcelo Gálvez Saldías*, Arturo Silva Ortiz*, Gustavo Persson Donoso*, Claudia González Montt*, Carolina Andrea Selume Aguirre* y Paula Coronel Kurte*
Chief executive officer	Patricio Llosa Bellido*
Ownership interest	Alvi Supermercados Mayoristas S.A. 99.999999% - No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

MAYORSA S.A.	
Company name	Mayorsa S.A.
Type of company	Corporation
Peruvian I.D.	20108730294
Address	Avenida El Polo 670 interior 801, Centro Empresarial El Polo II, distrito de Santiago de Surco, provincia y departamento de Lima, Perú.
Telephone number	+51-1-7006700
Paid-in capital (ThPEN)	162,010
Investment as a percentage of the parent company's total individual assets	1.0963%
Corporate purpose	Industry, production, manufacture, distribution, purchase, and sale of groceries, similar products. Importing and exporting all types of goods and products, artisanal products, textiles, agricultural products, services in general, and related activities.
Business activity	Food retail
Board of directors	Pilar Dañobeitía Estados*, Marcelo Gálvez Saldías*, Arturo Silva Ortiz*, Gustavo Persson Donoso*, Claudia González Montt*, Carolina Andrea Selume Aguirre* y Paula Coronel Kurte*
Chief executive officer	Patricio Llosa Bellido*
Ownership interest	SMU Perú S.A.C. 99.419164%.
Contractual relationship with the parent	Technology services

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

## INTEGRATED REPORT 2024

INVERSIONES PACUCHA S.A.	
Company name	Inversiones Pacucha S.A.
Type of company	Corporation
Peruvian ID	20537302306
Address	Avenida El Polo 670 interior 801, Centro Empresarial El Polo II, distrito de Santiago de Surco, provincia y departamento de Lima, Perú.
Telephone number	+51-1-7006700
Paid-in capital (ThPEN)	1
Investment as a percentage of the parent company's total individual assets	(0.0177%)
Corporate purpose	Other not previous classified business activities.
Business activity	Other not previous classified business activities.
Board of directors	None
Chief executive officer	Patricio Llosa Bellido*
Ownership interest	Alvi Supermercados Mayoristas S.A. 99.9% - No changes during the year 2024.
Contractual relationship with the parent	There are no contracts or actions that have a significant impact on the operations and results of the parent company.

\* Holds position of director, chief executive officer, or senior manager of SMU S.A.

### 12.1.4

#### INVESTMENTS IN OTHER COMPANIES

RENTAS COMERCIALES III S.P.A.	
Company name	Rentas Comerciales III SpA
Type of company	Joint stock Company
Chilean I.D.	76.629.856-7
Address	Juan de Valiente N°3669, Vitacura, Santiago
Paid-in capital (ThCh\$)	13,880,818
Investment as a percentage of the parent company's total individual assets	0.6632%
Business Activity	Private Investment Fund Manager
Ownership interest	SMU S.A. 33.33%.

## **12.2**

### **INDEPENDENT CERTIFICATIONS**

Copies of the following independent certifications are included below:

- EY Independent Assurance Report
- Certification of Occupational Safety Indicators
- ISO 50.001 Certification
- Certification of Consumer Rights Protection Compliance Plan



**Independent Practitioner's Assurance Report**  
**(Free translation of report originally issued in Spanish)**

To the Board of Directors  
SMU S.A. and subsidiaries

**Scope**

We have been engaged by SMU S.A. and subsidiaries ("SMU" or the "Company") to perform a limited assurance engagement, as defined by International Standards on Assurance Engagements, hereinafter referred to as the engagement, to report on the performance indicators selected by SMU (the "Subject Matter") contained in its 2024 Integrated Report and mentioned in Annex A; corresponding to the period from January 1, 2024, to December 31, 2024 (the "Report").

Other than as described in the preceding paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the Report, and accordingly, we do not express a conclusion on this information.

**Criteria applied by SMU S.A. and subsidiaries**

In the preparation of the selected performance indicators, SMU S.A. and its subsidiaries applied indicators defined by the Global Reporting Initiative Standards (GRI), hereinafter collectively referred to as "the Criteria."

**SMU S.A. and subsidiaries' s responsibilities**

SMU S.A. and its subsidiaries' s management is responsible for selecting the Criteria, and for presenting performance indicators selected in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the subject matter, such that it is free from material misstatement, whether due to fraud or error.

Indicator / Content	Name of the indicator	Scope of compliance with the content
GRI 302-1	Energy consumption within the organization	a, b, c.i, c.ii, c.iii, c.iv, d.i, d.ii, d.iii, d.iv, e, f

GRI 303-5	Water consumption	a, b, c, d
GRI 306-3	Waste generated	a, b
GRI 403-9	Work-related injuries	a.i, a.ii, a.iii, a.iv, b.i, b.ii, b.iii, b.iv, c.i, c.ii, c.iii, d, e, f, g
GRI 405-2	Ratio of basic salary and remuneration of women to men	a, b

### EY's responsibilities

Our responsibility is to express a conclusion on the presentation of the Subject Matter based on the evidence we have obtained.

We conducted our engagement in accordance with the *International Standard for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* ('ISAE 3000 (Revised)'), and the terms of reference for this engagement as agreed with SMU S.A. and its subsidiaries on March 3th, 2025. Those standards require that we plan and perform our engagement to express a conclusion on whether we are aware of any material modifications that need to be made to the Subject Matter in order for it to be in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

### Our independence and quality management

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants and have the required competencies and experience to conduct this assurance engagement.

EY also applies International Standard on Quality Management 1, *Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services engagements*, which requires that we design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

### Description of procedures performed





Procedures performed in a limited assurance engagement vary in nature and timing from and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.



A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the performance indicators selected by SMU and related information and applying analytical and other appropriate procedures.

Our procedures included:

- 1) Conduct interviews with Company personnel to understand the business and the process of preparing the Report.
- 2) Conduct interviews with those responsible for the Report to understand the process of collecting, consolidating, and presenting the information of the Subject Matter.
- 3) Check that the calculation criteria have been correctly applied in accordance with the methodologies described in the Criteria.
- 4) Undertook analytical review procedures to support the reasonableness of the data.
- 5) Identify and verify the assumptions that support the calculations.
- 6) Test, based on sampling, the source information to verify the accuracy of the data.

We also performed such other procedures as we considered necessary in the circumstances.

## ANNEX 1

### Subject Matter

The identified sustainability information (the “Subject Matter”) within the scope of this Report and included in the Report issued by SMU S.A. and its subsidiaries on its website is presented in the following table. The data is presented based on the Global Reporting Initiative (the “Criteria”), in all its material aspects.

Material Subject	Indicator	Referenced value
GRI 302-1	<p>Energy consumption within the organization</p> <p>The reporting organization shall report the following information:</p> <ul style="list-style-type: none"> <li>a. Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used.</li> <li>b. Total fuel consumption within the organization from renewable sources, in joules or multiples, and including fuel types used.</li> <li>c. In joules, watt-hours or multiples, the total: <ul style="list-style-type: none"> <li>i. electricity consumption</li> <li>ii. heating consumption</li> <li>iii. cooling consumption</li> <li>iv. steam consumption</li> </ul> </li> <li>d. In joules, watt-hours or multiples, the total: <ul style="list-style-type: none"> <li>i. electricity sold</li> <li>ii. heating sold</li> <li>iii. cooling sold</li> <li>iv. steam sold</li> </ul> </li> <li>e. Total energy consumption within the organization, in joules or multiples.</li> </ul>	<ul style="list-style-type: none"> <li>a. Total fuel consumption within the organization from non-renewable sources within the organization: <ul style="list-style-type: none"> <li>• Gas: 34,091 MWh</li> </ul> </li> <li>b. Total consumption of fuels from renewable sources within the organization: 0 MWh</li> <li>c. Total consumption of: <ul style="list-style-type: none"> <li>i. Electricity: 255,037 MWh</li> <li>ii. Heating: 0 MWh</li> <li>iii. Cooling: 0 MWh</li> <li>iv. Steam: 0 MWh</li> </ul> </li> <li>d. Combustible vendido: <ul style="list-style-type: none"> <li>i. electricity sold: 0 MWh</li> <li>ii. heating sold: 0 MWh</li> <li>iii. cooling sold: 0 MWh</li> <li>iv. Steam sold: 0 MWh</li> </ul> </li> <li>e. Total energy consumption within the organization: 289,104 MWh</li> </ul>

Material Subject	Indicator	Referenced value
	f. Standards, methodologies, assumptions, and/or calculation tools used.	f. The information is presented on page 253 of the Integrated Report 2024.
GRI 303-5	<p>Water consumption</p> <p>The reporting organization shall report the following information:</p> <ul style="list-style-type: none"> <li>a. Total water consumption from all areas in megaliters.</li> <li>b. Total water consumption from all areas with water stress in megaliters.</li> <li>c. Change in water storage in megaliters, if water storage has been identified as having a significant water-related impact.</li> <li>d. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used, including whether the information is calculated, estimated, modeled, or sourced from direct measurements, and the approach taken for this, such as the use of any sector-specific factors.</li> </ul>	<ul style="list-style-type: none"> <li>a. Total water consumption from all areas: 1.21 millions of cubic metres</li> <li>b. Total water consumption from all areas with water stress: 140 ML</li> <li>c. Change in water storage: Not applicable.</li> <li>d. Chapter 10 of the SMU Integrated Report 2024, section 10.4 Water Footprint Management, page 255.</li> </ul>
GRI 306-3	<p>Waste generated</p> <p>The reporting organization shall report the following information:</p> <ul style="list-style-type: none"> <li>a. Total weight of waste generated in metric tons, and a breakdown of this total by composition of the waste.</li> <li>b. Contextual information necessary to understand the data and how the data has been compiled.</li> </ul>	<ul style="list-style-type: none"> <li>a. Peso total de los residuos <ul style="list-style-type: none"> <li>• Total recovered waste: 17,895.65 ton</li> <li>• Household-like waste: 63,390.56 ton</li> <li>• Hazardous waste: 21.89 ton</li> </ul> </li> <li>b. The information is presented on page 251 of the Integrated Report 2024.</li> </ul>
GRI 403-9	<p>Work-related injuries</p> <p>The reporting organization shall report the following information:</p> <ul style="list-style-type: none"> <li>a. For all employees:</li> </ul>	<ul style="list-style-type: none"> <li>a. For all employees: <ul style="list-style-type: none"> <li>i. Fatalities <ul style="list-style-type: none"> <li>• Total: 0</li> </ul> </li> <li>ii. High-consequence work-related injuries (excluding fatalities): Not applicable</li> </ul> </li> </ul>

Material Subject	Indicator	Referenced value
	<ul style="list-style-type: none"> <li>i. The number and rate of fatalities as a result of work-related injury;</li> <li>ii. The number and rate of high-consequence work-related injuries (excluding fatalities);</li> <li>iii. The number and rate of recordable work-related injuries;</li> <li>iv. The main types of work-related injury.</li> </ul> <p>b. For all workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <ul style="list-style-type: none"> <li>i. The number and rate of fatalities as a result of work-related injury;</li> <li>ii. The number and rate of high-consequence work-related injuries (excluding fatalities);</li> <li>iii. The number and rate of recordable work-related injuries;</li> <li>iv. The main types of work-related injury.</li> </ul> <p>c. The work-related hazards that pose a risk of high-consequence injury, including:</p> <ul style="list-style-type: none"> <li>i. how these hazards have been determined;</li> <li>ii. which of these hazards have caused or contributed to high-consequence injuries during the reporting period;</li> <li>iii. actions taken or underway to eliminate these hazards and minimize risks using the hierarchy of controls.</li> </ul> <p>d. Any actions taken or underway to eliminate other work-related hazards and minimize risks using the hierarchy of controls.</p> <p>e. Whether the rates have been calculated based on 200,000 or 1,000,000 hours worked.</p> <p>f. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.</p>	<ul style="list-style-type: none"> <li>iii. Recordable work-related injuries <ul style="list-style-type: none"> <li>• Rate: 21.7</li> </ul> </li> <li>iv. The main types of work-related injury: The information is reported in page 190.</li> </ul> <p>b. For all workers who are not employees:</p> <ul style="list-style-type: none"> <li>i. Fatalities <ul style="list-style-type: none"> <li>• Total: 1</li> </ul> </li> <li>ii. High-consequence work-related injuries (excluding fatalities): Not applicable</li> <li>iii. Recordable work-related injuries <ul style="list-style-type: none"> <li>• Rate: 20.8</li> </ul> </li> <li>iv. The main types of work-related injury: The information is reported in page 190.</li> </ul> <p>c. The work-related hazards that pose a risk of high-consequence injury: Not applicable.</p> <p>d. Any actions taken or underway to eliminate other work-related hazards and minimize risks using the hierarchy of controls: The information is reported between pages 182 and 193.</p> <p>e. Whether the rates have been calculated based on 200,000 or 1,000,000 hours worked: 1,000,000 hours worked.</p> <p>f. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded: The coverage information of the Occupational Health and</p>

Material Subject	Indicator	Referenced value
	g. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.	<p>Safety Management System is presented on page 183.</p> <p>g. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used: The information is presented between pages 182 and 193.</p>
GRI 405-2	<p>Ratio of the basic salary and remuneration of women to men</p> <p>The reporting organization shall report the following information:</p> <ol style="list-style-type: none"> <li>Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation.</li> <li>The definition used for 'significant locations of operation'.</li> </ol>	<ol style="list-style-type: none"> <li>Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation. Equal Pay (mean) <ul style="list-style-type: none"> <li>Senior Management: 99%</li> <li>Management: 80%</li> <li>Leadership: 94%</li> <li>Operator: 102%</li> <li>Sales Force: 112%</li> <li>Administrative: 108%</li> <li>Other professionals: 89%</li> <li>Other technicians: 92%</li> </ul> </li> <li>The definition used for 'significant locations of operation': Not applicable.</li> </ol>

## Occupational Health and Safety – SMU S.A. Y FILIALES

### 1. General Background

Based on the requirement made by the Company SMU S.A. Y FILIALES, Rut: 76012676-4, It is proceed to inform the statistical details.

### 2. Required Information

#### 2.1 Occupational Health and Safety – Fatalities.

Fatalities	FY 2017	FY 2018	FY2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
SMU S.A. y Filiales	0	0	0	0	0	0	0	0

#### 2.2 Occupational Health and Safety - Lost-Time Injury Frequency Rate (LTIFR) Employees:

LTIFR LTIFR	Unit	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Employees	n/million hours worked	34,0	29,7	26,5	19,1	22,6	28,0	22,4	22,7
Data coverage (as % of employees, operations or revenues)	percentage of: (employees)	100%	100%	100%	100%	100%	100%	100%	100%

#### 2.3 Occupational Illness Frequency Rate (OIFR) – Employees

OIFR	Unit	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Employees	n/million hours worked	0,37	0,19	0,15	0,12	0,00	0,14	0,17	0,5
Data coverage (as % of contractors, operations or revenues)	percentage of: (employees)	100%	100%	100%	100%	100%	100%	100%	100%

The employee total hours worked, estimated by The Instituto de Seguridad del Trabajo, used to the elaborated this document are 138,5 hours per employee.

Raúl Rojas Romero  
Gerente de Prevención



Viña del Mar, March 5th 2025

RRR/SCV

(\* Information provided by the company.)



# AENOR



## Energy Management System Certificate



GE-2023/0004

AENOR certifies that the organization

**SMU S.A.**

has an energy management system according to the UNE-ISO 50001:2018

for the activities    Sale of food and non-food products, refrigerated and not refrigerated.  
                                 Manufacture of bakery and fast food, product storage refrigerated and non-refrigerated.

Which is/are carried out in    SEE ADDRESSES SPECIFIED IN ANNEX

First issued on:2023-01-10  
Validity date:2026-01-10

Modified on:2024-02-05

Rafael GARCÍA MEIRO  
CEO



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## CERTIFICADO N° 2/2022

### PLAN DE CUMPLIMIENTO - LEY 19.496 SOBRE PROTECCIÓN DE LOS DERECHOS DE LOS CONSUMIDORES

#### DISEÑADO EN EL MARCO DE UNA COLABORACIÓN SUSTANCIAL DEL PROVEEDOR ANTE EVENTUALES INFRACCIONES CONFORME AL ARTÍCULO 24, INCISO CUARTO LETRA C) – LEY 19.496

En Santiago de Chile, a 30 de diciembre de 2022, MC Compliance S.A., RUT N°76.125.969-5, registrada como entidad idónea para la Certificación de Planes de Cumplimiento en normas de Protección al Consumidor, ante el Servicio Nacional del Consumidor (en adelante "SERNAC"), de acuerdo con lo establecido en la Resolución Exenta N°689, de fecha 10 de septiembre del año 2021, certifica que la empresa que se menciona a continuación:

- SMU S.A. RUT 76.012.676-4

Ha diseñado e implementado un plan de cumplimiento en normas sobre protección de los derechos de los consumidores, conforme a la Ley 19.496, y demás normativa vigente - reglamentaria o administrativa- aplicable, que alcanza a los deberes y obligaciones del proveedor en materia de:

- a. Protección de datos personales, en cumplimiento de lo dispuesto en los artículos 4 y 9 de la Ley 19.628 en relación con lo dispuesto en el artículo 2 bis letra b), y 15 bis de la Ley 19.496;
- b. Deberes de información, en cumplimiento de lo dispuesto en el artículo 3 letra b) de la Ley 19.496;
- c. Publicidad, en cumplimiento de lo dispuesto en las normas del párrafo 1° Información y Publicidad, del Título III de la Ley 19.496;
- d. Normas sobre cumplimiento contractual, en cumplimiento de lo dispuesto en el artículo 3 letra e) y 18 de la Ley 19.496;
- e. Garantía legal, en cumplimiento de lo dispuesto en el artículo 3 letra e) y 20 de la Ley 19.496;
- f. Promociones y ofertas, en cumplimiento de lo dispuesto en los artículos 35 y 36 de la Ley 19.496;
- g. Seguridad en los productos, en cumplimiento en el artículo 3 letra d), 45 y 46 de la Ley 19.496; y
- h. Equidad en las estipulaciones, en cumplimiento de lo dispuesto en el artículo 16 de la Ley 19.496. Adicionalmente se ha observado la empresa a certificar ha adoptado medidas que contribuyen en la profesionalidad del proveedor tales como velar por la capacitación de sus colaboradores en materia de Protección de los Derechos de los consumidores, y el establecimiento de un Código de Ética que transmite el compromiso de la compañía por representar y cuidar las relaciones con sus clientes.

El contenido y alcance del plan de cumplimiento se ajusta a lo establecido en la resolución del Servicio N°689 de fecha 10 de septiembre de 2021, que aprueba la *circular interpretativa sobre el alcance, contenido, procedimiento de aprobación y presentación de los planes de cumplimiento de los artículos 24 inciso cuarto letra c) y 54 P de la Ley N°19.496*, y a la Especificación Técnica INN/ET1 planes de cumplimiento para la protección de los derechos de los consumidores.

Periodo de vigencia de la certificación de 24 meses contados desde el 30 de diciembre de 2022.

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Estuvo a cargo de la dirección del proceso de Certificación y de la evaluación del Plan de Cumplimiento la Sra. Johanna Scotti Becerra, RUT N°13.852.271-7.

MC Compliance S.A., declara que no pertenece al grupo empresarial de la entidad Certificada y que ni MC Compliance S.A. ni sus personas relacionadas han asesorado a la entidad Certificada o a una entidad de su grupo empresarial para efectos del diseño o implementación del Plan de Cumplimiento.

En consideración a la mejora continua, los procesos actualmente en desarrollo del Plan de Cumplimiento elaborado por SMU S.A. y el rol de seguimiento y monitoreo, es que MC Compliance S.A. recomienda al proveedor subsanar las brechas y hallazgos levantados previo a la solicitud de aprobación ante el SERNAC.

DocuSigned by:

AABBF2AE6448492...

Patricio Eguiguren M.  
Presidente Ejecutivo

DocuSigned by:

9AC356C7C262483...

Sra. Johanna Scotti B.  
Abogado Jefe

MC Compliance S.A.





# METHODOLOGY

## 13.1 ABOUT THIS REPORT

SMU's sixth integrated report covers the period between January 1 and December 31, 2024, considering all of its operations, in both Chile and Peru.

This report was prepared in accordance with the requirements of General Standard No. 461 (*Norma de Carácter General N°529*) issued by the Chilean Financial Markets Commission (*Comisión para el Mercado Financiero*) in November 2021. This standard includes the requirement to report information required by the SASB (Sustainability Accounting Standards Board) industry standards for food retailers and distributors. In addition, this report was prepared with reference to the 2016 Global Reporting Initiative (GRI) standards.

The data and information contained herein has been prepared by the areas specializing in each subject matter. The contents of this report were validated by specialist areas, senior management, and the Board of Directors of SMU.

For further information about the contents of SMU's integrated report, please contact the Investor Relations department: [investor\\_relations@smu.cl](mailto:investor_relations@smu.cl).

## 13.2 MATERIAL TOPICS

Material topics<sup>72</sup> are those that represent an organization's most significant impact on the economy, the environment and people, including impacts on human rights.

In light of best practices and current trends, SMU adopted a **double materiality** approach that considers *impact materiality*—the actual or potential positive or negative effect of the Company on people or the environment in the short, medium and long term—as well as *financial materiality*—the issues that pose risks or opportunities that influence the Company's financial position, performance, cash flows, access to funding, or cost of capital in the short, medium, or long term. Therefore, a sustainability issue meets double materiality criteria if it is material from either an impact perspective, a financial perspective, or both.

Since SMU aims to ensure its integrated report meets the information needs of all stakeholders, the materiality process includes consultation with stakeholders to identify their priorities.

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<sup>72</sup> Definition according to GRI 2021.

### **13.2.1**

#### **MATERIALITY PROCESS**

The material topics discussed herein have been identified according to the GRI standards' five recommended steps, which involve thorough collection of primary and secondary data and stakeholder engagement to determine both positive and negative, as well as potential and actual, impacts on the business and its stakeholders. The process steps are as follows:

##### **Step 1: Understand the organization's context**

Review the organization's characteristics and sustainability context, including:

- Corporate documents, including the 2023 Integrated Report, 2023-2025 Strategic Plan, and Human Rights Due Diligence Report, among others.
- Press coverage of the industry and SMU, identifying the most frequently mentioned topics in Chile and Peru.
- Benchmarking of sustainability reports and integrated reports published by major players in the local and international food retail industry to identify their material topics using a double materiality approach and survey best reporting practices.
- SASB standards applicable to the food retail and distribution industry; OECD Due Diligence Guidance for Responsible Business Conduct; and reports from international and UN-related organizations addressing sustainability concerns in 2024.
- S&P Corporate Sustainability Assessment information requirements used for the Dow Jones Sustainability Index.
- Standards and regulations applicable to SMU's business and activities, in terms of consumer protection, free competition, crime prevention, workplace safety, inclusiveness in the workplace, food labeling and waste management.

##### **Step 2: Identify actual and potential negative and positive impacts**

Impacts were selected based on the most significant material topics identified in step 1. A total of 92 actual and potential impacts were identified and categorized as positive or negative.

**Step 3: Assess the significance of the impacts**

SMU established a materiality threshold to prioritize the most significant impacts.

Using the GRI suggested criteria, the Company assessed negative impacts based on severity, scope, quality (repairable or irreparable) and probability. For positive impacts, the evaluation focused on relevance, scope and probability. This process led to a shortlist of 24 impacts.

SMU oversees and reports all of the significant impacts identified, as this information is required by the CMF and other reporting bodies that regulate the Company.

**Step 4: Prioritize the material topics**

SMU submitted the shortlist to stakeholders for feedback in face-to-face interviews, focus groups and a customer survey. It also consulted with authorities, customers, employees, suppliers, neighbors, unions and foundations in which SMU participates to determine impact materiality.

Financial materiality was discussed with SMU's directors, senior executives and financial analysts who regularly monitor the Company's results and performance.

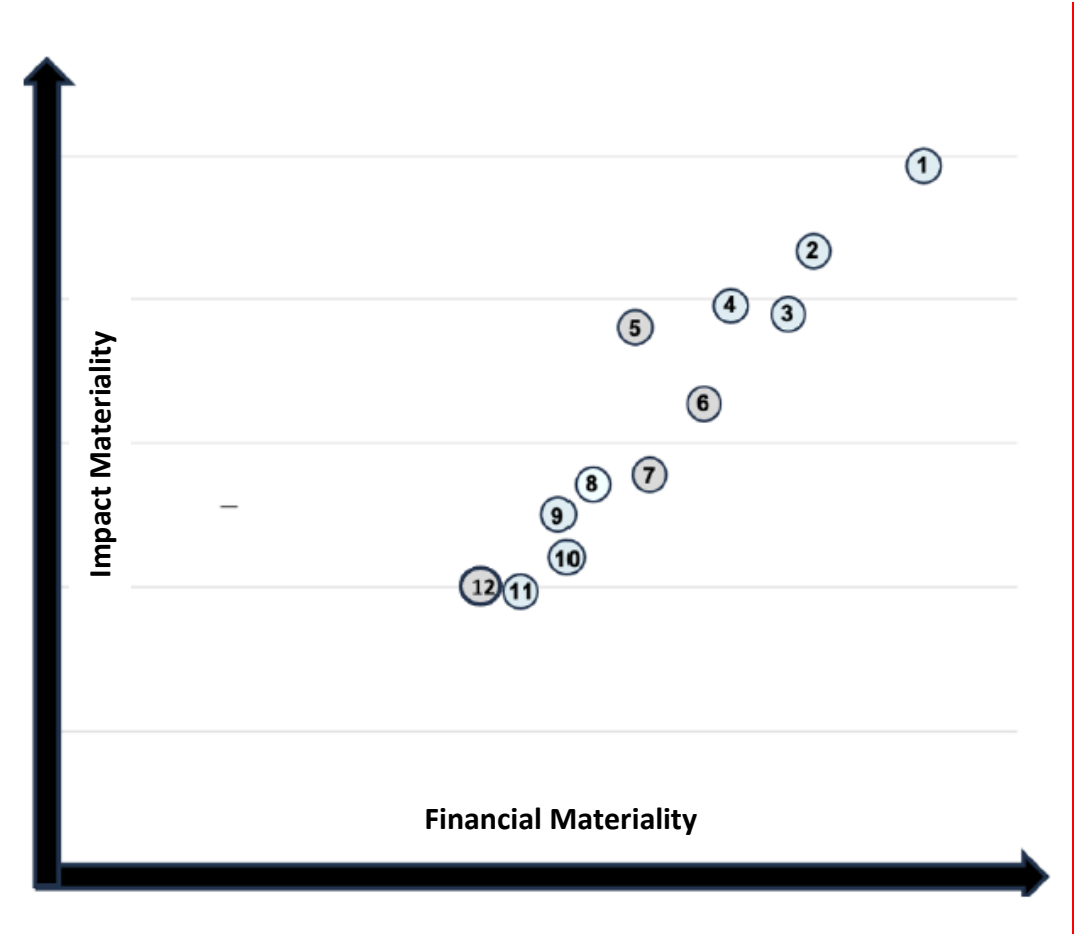
SMU's Board of Directors approved the prioritization of the 12 impacts that received the highest number of votes for impact and financial materiality, as shown on the Double Materiality Matrix.

Importantly, the results of the materiality analysis were also incorporated into the Company's risk management processes. To identify potential gaps, SMU analyzed whether the material topics identified and validated were sufficiently covered by the risks it was already managing.

Prioritized List of Material Topics

No.	Material Topic	No.	Material Topic
1	Customer health and safety	7	Occupational health and safety
2	Strategic sustainability management	8	Non-discriminatory treatment of customers
3	Reducing food waste	9	Packaging
4	Operational continuity	10	Waste
5	Harassment-free workplace	11	Working conditions
6	Customer privacy	12	Customer experience

Double Materiality Matrix





## 13.2.2

### MATERIAL TOPICS

Material Topic	Impact Materiality	Financial Materiality	Action	Addressed in Section:
<b>Customer health and safety</b>	Failures in the systems that ensure food safety (sanitation)—such as supplier failure to meet quality standards and processes—can significantly impact people's health.	This type of failure prompts investigations by the health authority, which may lead to the temporary closure of the affected premises and/or the removal of the products under investigation, potentially affecting the Company's operational continuity and reputation.	SMU has safety systems and protocols in place to ensure its suppliers meet quality standards.	7.2 Quality and Safety Assurance
<b>Strategic sustainability management</b>	Business strategies that incorporate ESG (environmental, social and governance) management help build stakeholder trust and encourage sustainable practices.	Effective management of ESG issues in business strategy fosters trust and facilitates an understanding of how the organization aligns its projects with ESG management, thereby creating value for investors.	SMU manages its ESG issues as part of its corporate sustainability model and undergoes external evaluations, including the S&P Corporate Sustainability Assessment.	3.1 Sustainability Management
<b>Reducing food waste</b>	Reducing food waste helps lower greenhouse gas emissions caused by the overproduction of food. When the reduction strategy involves food donations, it also helps at-risk individuals access food.	Reducing food waste helps decrease the cost of sales, and effective management ensures compliance with legal requirements.	SMU manages food waste reduction through a comprehensive approach that encompasses everything from assortment and demand planning to discounting and donating products approaching their sell-by dates.	10.1.1 Reducing Food Waste

## INTEGRATED REPORT 2024

Material Topic	Impact Materiality	Financial Materiality	Action	Addressed in Section:
<b>Operational continuity</b>	Operational continuity positively impacts the locations where the Company operates, ensuring that people have access to basic supplies for their daily lives.	Having contingency plans and an investment plan in place ensures operational continuity, mitigating the economic risks associated with a drop in sales due to store closures or shortages.	SMU has extensive logistical coverage nationwide, as well as distribution strategies and channels that ensure continuity.	4.6.3 Risk Factors
<b>Harassment-free work</b>	A lack of protocols to prevent and sanction harassment, as well as insufficient communication regarding the severity of and the channels for reporting these situations, negatively impacts the quality of people's working lives.	A lack of protocols or poor communication regarding whistleblower channels may result in fines and sanctions from the authorities in the event of a harassment case. It could also create a poor working environment, potentially leading to a talent drain and damage to the Company's reputation.	SMU has initiatives to prevent workplace harassment. It conducts training, has a whistleblower channel and engages in ongoing communication campaigns.	5.2.5.1 Preventing Workplace Harassment, Sexual Harassment, and Violence at Work
<b>Customer privacy</b>	Breach or misuse of customers' personal information and private data, whether caused by inadequate policies or security protocol failures, can have serious consequences, including financial fraud and identity theft.	Breach of private data caused by security system failures can result in lawsuits from the affected parties and sanctions for legal violations.	SMU has a subsidiary dedicated to safeguarding and processing data, as well as an Information Security Officer responsible solely for customer data protection issues. The Company also strengthens data protection through training and internal communication.	5.2.4 Data Privacy Protection

Material Topic	Impact Materiality	Financial Materiality	Action	Addressed in Section:
<b>Occupational health and safety</b>	Inadequate conditions, protocols or training on occupational health and safety, or ineffective prevention strategies, endanger the health and even lives of employees and contractors.	Workplace accidents caused by missing protocols can result in fines, sanctions, lawsuits and increased operational costs.	SMU maintains an Occupational Health and Safety Policy and an Occupational Health and Safety Management System.	6.6 Occupational Health and Safety
<b>Non-discriminatory treatment of customers</b>	Having policies and practices in place to ensure non-discrimination against customers directly helps protect people's human rights.	Like any initiative aimed at safeguarding human rights, practices and policies help reduce the risk of lawsuits, enhance the Company's reputation and uphold international principles, including the Ten Principles of the United Nations Global Compact.	SMU provides ongoing employee training on ethical practices, including non-discrimination, as well as customer service. Its Customer Service area handles potential discrimination cases, along with related investigations and responses.	6.3 Diversity and Inclusion 5.1 Ethical Management
<b>Packaging</b>	Initiatives aimed at reducing non-recyclable packaging, eliminating single-use plastics and promoting products with recyclable and/or reusable packaging directly benefit the environment.	Initiatives in this area help lower the risk of non-compliance with legislation and REP Law regulations. They also help build a positive reputation among customers.	SMU has made progress in certifying the recyclability of its private-label packaging, promoting container reuse and reducing the use of single-use plastics.	10.1.2 Committed to Recycling

## INTEGRATED REPORT 2024

Material Topic	Impact Materiality	Financial Materiality	Action	Addressed in Section:
<b>Waste</b>	Waste generation in the food retail industry is associated with food waste, containers, packaging, cleaning liquids, as well as oil and grease. Therefore, effective management plans greatly benefit the environment.	Effective waste management supports regulatory compliance.	The Company handles its hazardous and non-hazardous solid waste through specialized external companies, thus ensuring proper collection, treatment and disposal.	10.1 Waste Management
<b>Working conditions</b>	Providing attractive working conditions with competitive salaries, along with promoting respectful treatment and work-life balance, enhances quality of life for workers and their families.	Managing working conditions within an organization helps a company attract and retain the talent needed to achieve its goals and fulfill its business purpose.	SMU has policies, management systems and programs that address issues such as occupational health and safety, compensation and employee development.	6.2 Employee Development
<b>Customer experience</b>	A poor shopping or service experience, whether in brick-and-mortar stores or digital channels, can negatively impact customers, for example, when they cannot find a product they need.	A negative customer experience, whether in brick-and-mortar stores or digital channels, can lead to complaints and result in the loss of a customer, ultimately causing the Company's sales to fall.	Among other measures, SMU undertakes initiatives to understand its customers' needs, measure their satisfaction and maintain communication channels to manage their needs.	7.1 The Customer Experience

## 13.3 GRI INDEX

DECLARATION OF USE	SMU S.A has presented the information listed in this GRI index, for the period between January 1 and December 31, 2024, using GRI Standards as a source.
GRI 1 Used	GRI 1: Foundation
GRI 2 Used	GRI 2: General disclosures
GRI 3 Used	GRI 3: Material topics
GRI 4 Used	GRI 202: Market presence
GRI 5 Used	GRI 204: Procurement practices
GRI 6 Used	GRI 205: Anti-corruption
GRI 7 Used	GRI 206: Anti-competitive behavior
GRI 8 Used	GRI 302: Energy
GRI 9 Used	GRI 305: Emissions
GRI 10 Used	GRI 306: Waste
GRI 11 Used	GRI 401: Employment
GRI 12 Used	GRI 403: Occupational health and safety
GRI 13 Used	GRI 404: Training and education
GRI 14 Used	GRI 405: Diversity and equal opportunity
GRI 15 Used	GRI 406: Non-discrimination
GRI 16 Used	GRI 413: Local communities
GRI 17 Used	GRI 414: Supplier social assessment
GRI 18 Used	GRI 416: Customer health and safety
GRI 19 Used	GRI 417: Marketing and labeling
GRI 20 Used	GRI 418: Customer privacy

## INTEGRATED REPORT 2024

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3-2 List of material topics	356-360
3-3 Management of material topics	357-360
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416-1 Assessment of the health and safety impacts of product and service categories	216-218
GRI 417: MARKETING AND LABELING	
417-1 Requirements for product and service information and labeling	218
<b>STRATEGIC SUSTAINABILITY MANAGEMENT</b>	
NO INDICATOR ASSOCIATED: S&P Corporate Sustainability Assessment Score.	
<b>REDUCING FOOD WASTE</b>	
FB-FR-150a.1 Amount of food waste generated, percentage diverted from waste stream	247
<b>OPERATIONAL CONTINUITY</b>	
NO INDICATOR ASSOCIATED: Risk management related to operational continuity	
<b>HARASSMENT-FREE WORKPLACE</b>	
INDICATOR 5.5 GENERAL RULE 519	
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Number of workplace harassment reports	144
Number of sexual harassment reports	144
<b>CUSTOMER PRIVACY</b>	
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### OTHER RELEVANT TOPICS

While the material topics presented above reflect the 12 prioritized impacts under the 2024 impact and financial materiality assessment, the following additional topics—originally presented in the 2023 Integrated Report—remain relevant for SMU to report.

### ORGANIC, MULTI-FORMAT, AND OMNICHANNEL GROWTH

#### GRI 202: MARKET PRESENCE

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<sup>73</sup> The consolidated financial statements of SMU S.A. and subsidiaries are available on the CMF's website (<https://www.cmfchile.cl/institucional/mercados/entidad.php?mercado=V&rut=76012676&grupo=&tipoentidad=RVEMI&row=AAwy2ACTAAABzMAAB&vig=VI&control=svs&pestania=3>) and on the Company's website ([https://assets.ctfassets.net/63tonbtz0lh/2vah4AvzgilkQXkrws1L51/c0437a08caeff28b0c19e6ab19e7577/Estados\\_financieros\\_2024-12\\_eng.pdf](https://assets.ctfassets.net/63tonbtz0lh/2vah4AvzgilkQXkrws1L51/c0437a08caeff28b0c19e6ab19e7577/Estados_financieros_2024-12_eng.pdf)).

## 13.5 SASB INDICATORS

Fleet fuel management		
SASB code	Accounting metric	Answer
FB-FR-110a.1	(1) Total amount of fuel consumed by its fleet vehicles as an aggregate figure, in gigajoules (GJ). (2) Percentage of the total amount of fuel consumed by its fleet vehicles that is renewable fuel.	Not applicable. The vehicles used in SMU's operations are owned and operated by third parties.

Air emissions from refrigeration		
Código SASB	Accounting metric	Answer
FB-FR-110b.1	Gross global Scope 1 emissions from refrigerants	211,204 Ton CO2e
FB-FR-110b.2	Percentage of refrigerants consumed with zero ozone-depleting potential	1.489%
FB-FR-110b.3	Average refrigerant emissions rate	3,144.360%



Energy management		
SASB code	Accounting metric	Answer
FB-FR-130a.1	(1) Operational energy consumed, (2) percentage grid electricity, (3) percentage renewable	(1) 1,040,774 GJ (2) 85.72% (3) 14.28%

Food waste management		
SASB code	Accounting metric	Answer
FB-FR-150a.1	(1) Total amount of food waste and unsaleable food generated in metric tons. (2) Percentage of food waste or unsaleable food that was diverted or rescued. (3) Quantification methods used to calculate the amount of food waste and inedible parts, according to the Guidance on FLW Quantification Method.	(1) 11.503,9 toneladas (2) 7,4% (3) To calculate food waste and inedible portions, SMU keeps daily records of sold and unsold products using product unit data logged or stored in automated databases. Based on net food weight, with packaging and other variables, this data is systematically collected to track daily food waste at each establishment. The records log sold, unsaleable, and donated food and apply the mass balance approach to quantification.

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Data security			
SASB code	Accounting metric	Answer	
FB-FR-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected.	SMU had no data breaches in 2024.	
		<p>SMU establishes the ISO 27000 and NIST frameworks as a best practice guides for identifying threats, vulnerabilities and information security risks, as well as responding to cyber incidents.</p> <p>Managing security risk starts with senior management's involvement, support and follow-up so that security is inherent to the operation and technology used in processes of the Company.</p>	
FB-FR-230a.2	Description of approach to identifying and addressing data security risks	<p>Similarly, controls are in place to mitigate risk from different areas:</p> <ul style="list-style-type: none"> <li>- Security by design, which becomes tangible in an IT Security area review of all processes, products and technology projects as a condition for acquisition from a third party or internal development.</li> <li>- Ongoing employee training in the form of theoretical courses, periodic bulletins on position-specific security habits and hands-on simulations of social engineering attacks.</li> <li>- Ongoing analysis of new external threats and countermeasures based on the implementation of protective technologies appropriate to the technological infrastructure and the customer service model.</li> <li>- Establishment of incident response protocols and technical guides that enable a swift reaction to any attempt to breach the technological infrastructure, thus preventing the success of the attack.</li> </ul>	





In 2024, the verification of protection capabilities was implemented through the 'Red Team / Blue Team' tactic, which allows for the continuous strengthening of existing controls by focusing on the improvement opportunities identified.

Food safety		
SASB code	Accounting metric	Answer
FB-FR-250a.1	High-risk food safety violation rate	SMU received no food-safety-related health code violations in 2024.
FB-FR-250a.2	(1)Number of food-safety-related recalls it issued; (2) Number of units of food products that were subject to food-safety-related recalls it issued; (3) Percentage of units of food products that were subject to food-safety-related recalls that were private-label products; (4) In case of existing recalls that affected a significant number of units of one product or those related to serious illness or fatality, describe: 1. Description and cause of the recall issue, 2. The total amount of food products recalled, 3. The cost to remedy the issue, 4. Whether the recall was voluntary or involuntary, 5. Corrective actions, 6. Any other significant outcomes (e.g., legal proceeding).	<p>(1) There were 22 food-safety-related recalls, of which two were required by the health authorities, three of supplier and the rest were done preventively by the Company.</p> <p>(2) Approximately 75,900 units recalled.</p> <p>(3) 55% of recalls correspond to private label products.</p> <p>(4) There were no recalls related to possible illness or death.</p>

Product health and nutrition		
SASB code	Accounting metric	Answer
FB-FR-260a.1	Revenue from products labeled and/or marketed to promote health and nutrition attributes	SMU seeks to inform its customers about the products it sells, promoting, for example, the nutritional properties of fruits and vegetables in its stores. The Company's efforts complement current legislation in Chile. The Labeling Law encourages consumers to make informed decisions and choose healthy foods by mandating that producers place stop sign-shaped labels on products high in sodium, fat, sugar and/or calories. Communication campaigns also recommend that consumers choose foods without warning labels. In 2024, sales of products without warning labels were approximately CLP 858,717 million or 30% of food sales for the year.
FB-FR-260a.2	Discussion of the process to identify and manage products and ingredients related to nutritional and health concerns among consumers, including (1) efforts to identify concerns, the products and ingredients related to those concerns, and resulting risks and opportunities, (2) How identified concerns and risks are managed and communicated., (3) Use of certification programs that address consumer concerns and preferences over ingredients, additives, and potential allergens (4) Any significant complaints, such as those resulting in significant lawsuits, relating to nutritional and health concerns associated with products and/or	<ol style="list-style-type: none"> <li>1) Based on the in-depth knowledge it gleans from loyalty programs, studies and surveys, each SMU format determines and adjusts its product assortment to meet customer needs and preferences. SMU identifies new trends and changes in customer preferences, including health and nutrition aspects and product ingredients, which may represent opportunities to modify product assortment or other aspects of the shopping experience.</li> <li>2) The Corporate Customer and Marketing Division is responsible for understanding customer needs. It advises the different formats, providing studies and analyses as a foundation for action plans. Based on this data, each format addresses new trends in the way that best suits its customers.</li> </ol>



ingredients, and any efforts to mitigate the related future risks.

- 3) SMU requires that its private label and controlled brand suppliers be certified under the Global Food Safety Initiative (food products), ISO 9000 quality management or equivalent standards (non-food products). In the absence of these certifications, the supplier must submit to third-party quality audits.
- 4) In 2024, SMU received no significant complaints related to nutritional and health concerns associated with products or ingredients.

### Product labeling and marketing

SASB code	Accounting metric	Answer
FB-FR-270a.1	Number of incidents of noncompliance with industry or regulatory labeling and/or marketing codes	During 2024, there were three incidents of noncompliance with regulatory labeling. However, after conducting a technical and legal analysis in each case, the Company concluded that there was no breach of the regulation and submitted the corresponding responses."
FB-FR-270a.2	Total amount of monetary losses as a result of legal proceedings associated with marketing and/or labeling practices	Not applicable, as there were no legal proceedings in this subject matter.
FB-FR-270a.3	Revenue from products labeled as (1) containing genetically modified organisms (GMOs) and (2) non GMO	The Company is in the process of gathering this information.

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Labor practices		
SASB code	Accounting metric	Answer
FB-FR-310a.1	(1) Average hourly wage and (2) percentage of in-store and distribution center employees earning minimum wage, by region	(1) Average minimum wage, employees from stores and distribution centers, SMU Chile: CLP 5,437
		Average minimum wage, employees from stores and distribution centers, SMU Peru: PEN 2,122
		(2) % of employees with minimum wage, SMU Chile: 0%
		% of employees with minimum wage, SMU Perú: 0%
		Salaries at SMU Chile include the base wage (which must be at least equivalent to the minimum wage set by each country), as well as other payments, including allowances for transportation and meals. Therefore, no employee receives only the minimum wage. The Company's salary scales are updated semi-annually, according to inflation. Inflation adjustments to salaries are made in June and December of each year.
FB-FR-310a.2	Percentage of active workforce covered under collective bargaining agreements	66.4%
FB-FR-310a.3	(1) Number of work stoppages and (2) total days idle	The Company had no work stoppages in 2024 and, consequently, had no days idle.
FB-FR-310a.4	Total amount of monetary losses as a result of legal proceedings associated with: (1) labor law violations and (2) employment discrimination	(1) CLP 1,323 million. This amount includes final court rulings and out of court settlements, as well as fines levied by the Labor Directorate, relating to cases of unlawful termination, workplace accidents, employment documentation, disclosure of risk factors, and shift management.



(2) During 2024, the Company was not found to be at fault in any job protection claims. However, it incurred monetary losses of CLP 79.2 million for the payment of out-of-court settlements for 13 cases relating to labor discrimination.

The Company uses training to prevent the associated conduct and prevent new incidents.

Management of environmental & social impacts on the supply chain		
SASB code	Accounting metric	Answer
FB-FR-430a.1	Revenue from products third-party certified to environmental or social sustainability sourcing standard	In 2024, sales of products certified by third parties under environmentally or socially sustainable sourcing standards totaled CLP 154,227 billion.
FB-FR-430a.2	Percentage of revenue from (1) eggs that originated from a cage-free environment and (2) pork produced without the use of gestation crates	<p>(1) Revenue from eggs from cage-free hens represented 4.4% of total egg sales.</p> <p>(2) The Company is attempting to gather this information from its suppliers.</p>
FB-FR-430a.3	Discussion of strategy to manage environmental and social risks within the supply chain, including animal welfare. Relevant strategies to discuss may include, but are not limited to, supplier screening, diversification of suppliers, supplier training programs on environmental best management practices, supplier engagement on labor and human rights issues, and maintenance of a supply chain code of conduct, supply chain audits, and certifications.	SMU's relationships with its suppliers are governed by policies and procedures that promote transparency, fair treatment and best practices. These include the Code of Ethics and Business Conduct and policies on crime prevention, human rights, responsible sourcing and animal welfare, as well as other policies and procedures specific to the nature of each supplier.

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	<p>Discussion shall include but is not limited to: (1) Any targets the entity has related to animal welfare standards and its progress toward those targets; (2) Any requirements for suppliers related to animal welfare standards; (3) How, if in any way, animal welfare standards are addressed in supplier contracts. The entity shall describe its use of animal welfare certifications, where certifications include, but are not limited to: Animal Welfare Approved, Certified Humane Program, Food Alliance Certified, and Global Animal Partnership 5-Step Animal Welfare Rating Program.</p>	<p>When deciding whether to initiate or maintain a contractual or commercial relationship, SMU evaluates current and potential suppliers based on criteria specific to the nature of the product or service. These criteria may include factors related to the supplier's internal control system, energy efficiency, labor compliance, anti-corruption, social inclusion, and sustainable agriculture.</p> <p>As part of supply chain risk management, in 2022 and 2023, SMU conducted its first human rights due diligence process, covering its operations in Chile. The process includes human rights risks in the supply chain.</p> <p>Regarding animal welfare and per its animal welfare policy, SMU rejects practices contrary to respect for animal welfare and requires that its suppliers comply with the relevant permit requirements and legal regulations. The Company is also gathering data and best practices, including certifications, from its animal product suppliers to increase the visibility of factors related to animal welfare. By ensuring these aspects are considered in the purchasing process, SMU complies with the associated health and ethical conditions.</p>
FB-FR-430a.4	<p>Discussion of strategies to reduce the environmental impact of packaging.</p>	<p>Under its Environmental Management Policy, SMU seeks to reduce its impact by recycling, recovering and reusing its waste. New practices are constantly evaluated to improve effectiveness. The Company also encourages its customers and employees to recycle. Along this line, SMU aims to increase the recyclability of its private-label products.</p>

Activity metric		
SASB code	Accounting metric	Answer
FB-FR-000.A	Number of (1) retail locations and (2) distribution centers	(1) 433 (2) 11
FB-FR-000.B	Total area of (1) retail space and (2) distribution centers	(1) 506,000 m2 (2) 163,900 m2
FB-FR-000.C	Number of vehicles in commercial fleet	Not applicable. The vehicles used in SMU's operations are owned and operated by third parties.
FB-FR-000.D	Ton miles travelled	Not applicable. The vehicles used in SMU's operations are owned and operated by third parties.

